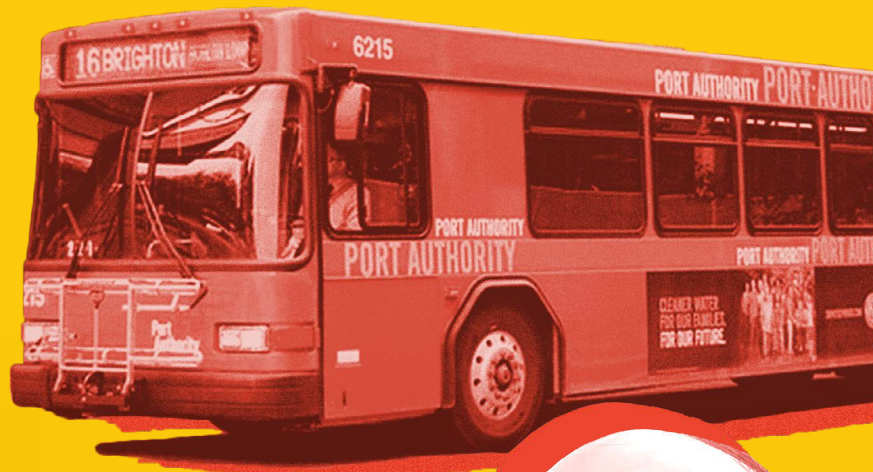


# Representing Our Routes

The State of Public Transit  
and How the City Can Improve It



**Pittsburghers for  
Public Transit**



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## Introduction

*"I've waited at a bus stop for the 67 for over an hour multiple times because, according to the schedule, buses should be running much more frequently than that, but they just don't show up. What good is public transportation if it is not reliable and frequent?"*

As a transit rider- and transit worker-led organization, Pittsburghers for Public Transit (PPT) organizes for a better transit system for our city and our region by uniting poor and working-class people in a multi-racial movement for transit justice. We believe that investing in public transit is essential to addressing our most pressing concerns around economic, environmental, and racial injustice. However, those who are at the center of impact must be the ones who create the solutions for an equitable and sustainable system. The lived experiences of riders and workers who use and run public transit position us to best identify both the problems and the solutions to foster a thriving and connected city.

Transit is a lifeline that is necessary for people and cities to function. Tens of thousands of residents—and the businesses that they work at and patronize—rely on affordable, timely transit service. Transit should be considered as vital to the city as other public utilities like water service and electricity. However, over the past year, transit service in the Pittsburgh region has taken a significant turn for the worse. **In 2022, Pittsburgh riders experienced a dramatic increase in overcrowded, chronically late and canceled buses and trains.** Service data confirms transit riders' poor experiences: **Last year, 38 out of 105 Pittsburgh Regional Transit (PRT) routes were below 50% reliability for at least one month.** That is an appalling statistic. The transit app Moovit last year ran an international survey of transit riders in 99 cities asking what would increase riders' use of transit. In Pittsburgh, riders named "accurate and reliable arrival times according to the published schedule" as their number one concern and need for improvement.<sup>1</sup>

**Transit must be reliable for it to be useful.** If riders have a 50% certainty or less that a bus or train will show up as scheduled, they will stop using the transit system. Employers will not retain workers who cannot be counted on to show up on time. Healthcare and other service providers often charge clients who don't make their appointments, and force them to reschedule. Only 8% of PRT stops have shelters<sup>2</sup>, so unreliable service often forces riders to wait for long periods of time in the elements. And when buses and trains do not show, transit riders often must walk long distances along hazardous roadways or in unsafe settings to reach their destinations.

**It is important to note that service reliability can be improved,** and quickly, by publishing schedules that accurately reflect the route run times, informed by the real-time bus arrival data. The current mismatch between published schedules and real-world time needed to drive a route has devastating consequences for riders and for transit operators, who are pressured into forgoing breaks and are routinely the target of frustrated patrons. By contrast, the decline in transit service frequency—the time between buses arriving at the stop—is a consequence of transit worker shortages. These will take more time to address, using a combination of better working conditions and pay along with a transit workforce educational pipeline. Reliable service and high service frequency are both important for a successful transit system, but require different solutions to achieve them.

PPT's *Representing Our Routes* report is intended to show the negative impacts of low service reliability on riders' access to jobs, healthcare, and overall quality of life through riders' lived experiences and PRT service data. We aim to amplify riders' stories, motivate constituents to contact their City Council members about their transit service and infrastructure access concerns, and provide City Council members with the necessary data to understand the role transit plays in their respective districts. As the voice of their constituents, Pittsburgh City Council members have the ability to improve communication and collaboration with PRT to ensure that transit is as reliable as electricity and water. Through this report, we will offer Pittsburgh City Council members tangible ways to increase access to quality transit through the land use and infrastructure recommendations laid out in the Pittsburgh 100 Days Transit Platform<sup>3</sup>, and models for city officials advocating for better transit service sourced from our region and beyond.

*"I lost 3 days of work [because] there was no bus service in my area at all, [which] cost me over \$300! The service is so unreliable that I've taken to walking to and from work when I can, which is an hour walk each way. It's infuriating and frustrating."*

## Key Takeaways

All City Council districts were adversely affected by poor transit service reliability in 2022.

Residents of every City Council district rely on transit, although access to jobs and other critical destinations on transit is uneven across districts.

There is a lack of real-time, language-appropriate communication between PRT and transit riders to communicate service disruptions, service cuts, and bus stop removals—and the harm from this was particularly pronounced during the Red Line closures in the summer of 2022.

Transit arrival times must match the published transit schedule in order to restore the trust that individuals, service providers, and employers must have in the transit system for it to retain and grow ridership.

As in other cities, Pittsburgh City Council members can play a role in supporting and communicating with PRT around the transit service needs of their constituents. City Council can advance the Mayor's transit-supportive infrastructure and land use policies that were adopted into his transition plan from the Pittsburgh 100 Days Transit Platform.



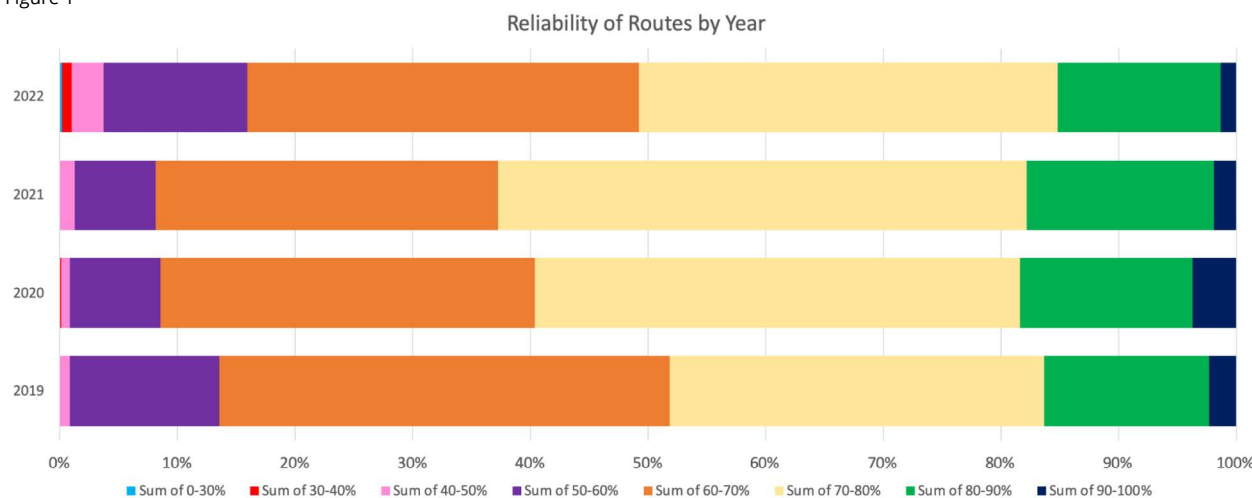
# The Citywide Picture

This report uses the City District maps as they were in 2022, when the service reliability data was collected. In this Citywide Picture section, we will share maps about year-over-year PRT service reliability, to visualize why 2022 was distinctly bad. We will share a Citywide map of the transit routes that experienced less than 50% service reliability for a month or more in 2022, in which it is clear that all City Council districts experienced extremely poor service that impacted constituents. In this section, there is a table of the worst 20 routes of 2022 for service reliability, which shows that even when routes had only 1 month of <50% reliability, the 2022 average for their service reliability still only hovered around the 60% range. Finally, we will share data about the published schedule service cuts that riders have experienced since the beginning of the pandemic, which compounds the harm of unreliable service and the amount of time that riders have to wait for the next bus or train to arrive.

## Service Reliability by Year

As shown in **Figure 1**, while the average reliability of routes doesn't appear to have changed much since 2019, the extremely poor service- represented by the blue, red and pink on this graph- increased substantially in 2022. And the routes experiencing very poor service reliability (between 0-50%) alternated each month, so there was a broad harm inflicted on riders in all different regions of the County.

Figure 1

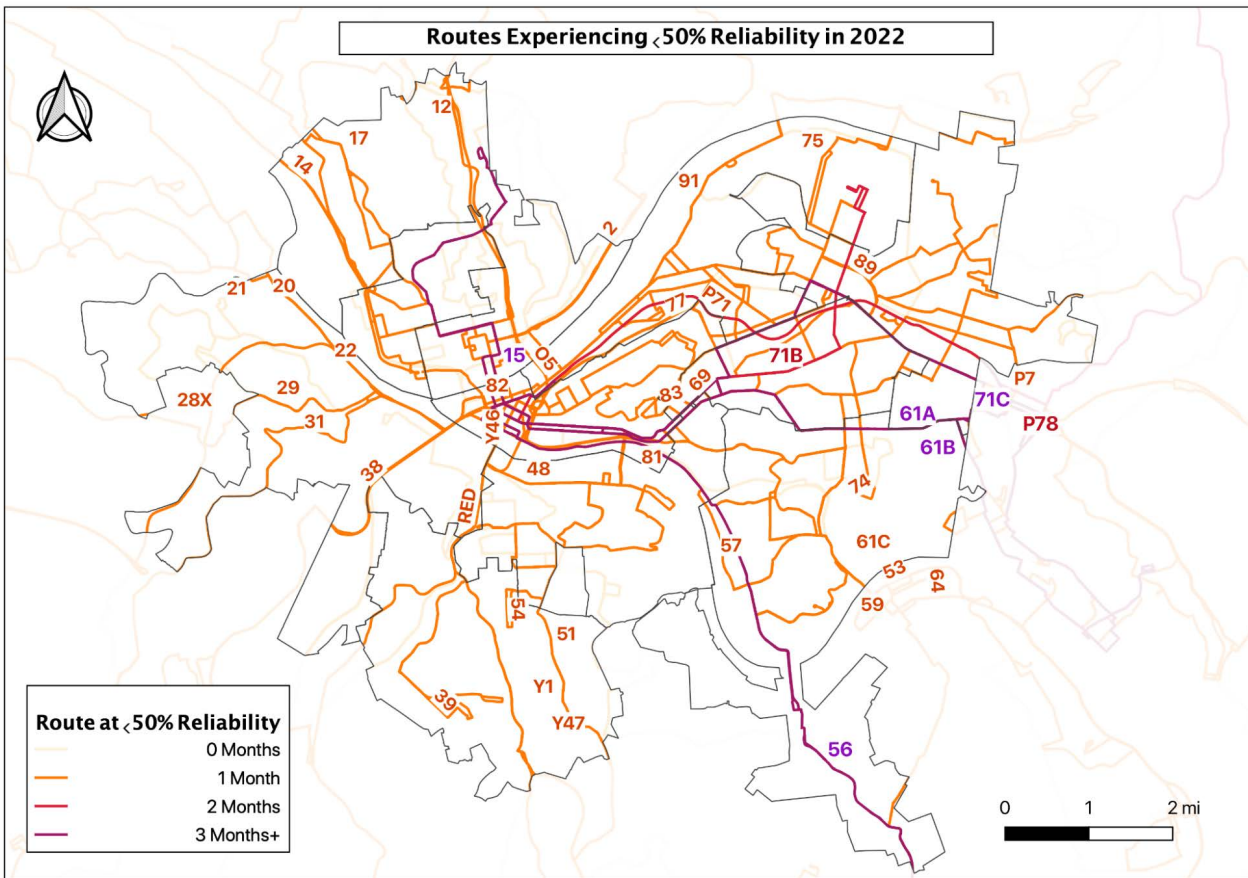


Data from January 2019- November 2022. PRT changed to a new OTP data recording service in October 2018

## PRT Routes with Less than 50% Service Reliability for a Month or More in 2022

Unreliable transit service adversely affected transit routes and residents in every Pittsburgh City District in 2022. 61A, 61B, 15, 71C, and 56 (route numbers colored in purple) experienced acute service unreliability of 50% for 3 or more months in 2022. The impact of those disruptions was particularly severe because the 61A, 61B and 71C have been some of the highest ridership lines in the whole transit system. PRT would likely argue that the route unreliability was caused by the Fern Hollow bridge collapse and by construction in the Uptown corridor. However, buses regularly encounter road construction and other issues that require long-term detours or slow down buses. PRT has access to real-time data about how those infrastructure issues change stop arrival times, and can and must be proactive with adjusted scheduling and stop arrival times. There was no reason that those routes should have experienced periods of reliability at less than 50% for two months or more.

Figure 2



### PRT Routes with the Worst Service Reliability in 2022

PRT’s reliable service standard is 73%, so the below-listed 20 routes all did not meet that standard, with an average monthly reliability across the entirety of 2022 at 65% or worse. The impact was greater for communities in the East End than for other parts of the City. **Figure 3** shows that some routes experienced an acute decline over several months (those less than 50% over a month or more), and some maintained a low average reliability in 2022 that hovered just above 50%.

Figure 3

Ranking	Route	Number Of Months <50% Reliability	Average Monthly Reliability
1	61b - Braddock-Swissvale	5	0.52
2	61a - North Braddock	4	0.54
3	71c - Point Breeze	3	0.53
4	56 - Lincoln Place	3	0.58
5	15 - Charles	3	0.63
6	P78 - Oakmont Flyer	2	0.51
7	71b - Highland Park	2	0.60
8	Y47 - Curry Flyer	1	0.55
9	67 - Monroeville	1	0.57
10	61d - Murray	1	0.58
11	77 - Penn Hills	1	0.58
12	61c - McKeesport-Homestead	1	0.59
13	69 - Trafford	1	0.60
14	71d - Hamilton	1	0.60
15	91 - Butler Street	1	0.60
16	2 - Mount Royal	1	0.60
17	71a - Negley	1	0.60
18	28x - Airport Flyer	1	0.62
19	86 - Liberty	1	0.62
20	17 - Shadeland	1	0.63

## Loss of Scheduled Transit Service Frequency from Before the Pandemic to Today

It's bad enough that in 2022, many riders had a 50/50 or worse chance of having the bus arrive on time, in accordance with the published schedule. But the published transit service frequency has also been significantly reduced from before the pandemic to now. **Compared to Oct 2019, in June 2022 there were approximately 2,500 fewer vehicle revenue hours across the entire PRT footprint; that means that there is 8% less transit service in Allegheny County than there was in 2019.**

Routes like 39 and 51 now have buses arriving every 51 and 61 minutes, respectively, instead of an already too long 38 and 48 minutes; if riders miss a bus because it didn't arrive when it was supposed to, or if a bus trip is canceled, riders now have to wait substantially longer before the next one will arrive. That's why many transit riders with cars choose to not take transit, and many transit riders are forced to walk long distances to get to their destinations or take costly Uber trips instead.

**To a transit rider, unreliable service is just another way to experience transit service cuts, but those service cuts are not publicly visible and PRT is less accountable to the ways that they have impacted riders and the City.**



IF YOU'VE EVER BEEN  
#GHOSTEDBYTHEBUS  
SHARE YOUR STORY

STORY FROM A PGH RIDER: "I'M REGULARLY GHOSTED BY THE BUS ON WEDNESDAY AND THURSDAY NIGHTS, WHEN I WORK RELATIVELY LATE IN OAKLAND. THERE'S AN OUTBOUND GB THAT'S SUPPOSED TO STOP BY ME AROUND 7:15 - RIGHT WHEN I GET OFF WORK - AND IT ALMOST NEVER SHOWS UP. ONE COMES BEFORE AT AROUND 6:55 AND THEN ANOTHER AT ABOUT 7:40. I'VE DMED THEIR CUSTOMER SERVICE ACCOUNT MULTIPLE TIMES. IF THEY RESPOND AT ALL, IT'S USUALLY JUST 'WE'LL LOOK INTO IT. HERE'S A REFERENCE NUMBER.' IT'S SUPER FRUSTRATING!"

 Pittsburghers for  
Public Transit

# District 1

## Council Member: Bobby Wilson

### Key Statistics

- 30.2% of the population in the district is transit dependent, with Marshall-Shadeland and North Shore neighborhoods being the most transit dependent (see Figure 4).
- On average, 227,706 people live within a 45-minute walking and transit commute of places in District 1.
- Residents can reach 220,547 jobs on average within a 45-minute transit and walking commute.
- Only 26 of the 388 bus stops in the district have shelters (7% of stops). The City of Pittsburgh has installed 18 shelters in the district (5% of stops).
- District 1 has 22 bus routes, 10 of which experienced below 50% reliability for at least 1 month in 2022, with Route 15 experiencing 3 months of below 50% reliability (see Figure 8)

### Service Reliability and Access Needs Takeaways

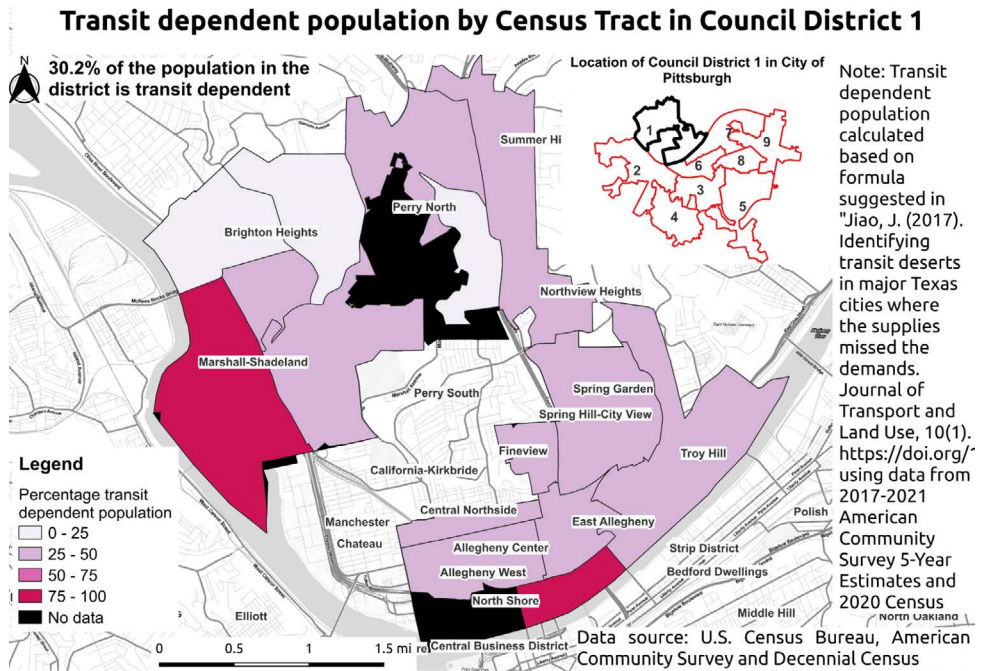
- Marshall-Shadeland has a high transit-dependent population but very low access to transit in the neighborhood, making the 13, 14, 16 and 17 important lifelines for this neighborhood. All of these routes experienced poor reliability in 2022 (see Figures 5 and 8).
- Poor reliability or infrequent service on North Side routes—the 15, 2, 1, 54 have a high impact on access to amenities and jobs (see Figures 5, 7, and 8).
- Route 16 has a notably high ridership, making a single month of disrupted service especially impactful.
- Recent years have increased weekend service on routes without prior weekend service, although other high ridership routes have had service cut.

***“Reducing bus frequency in “off peak” hours affects my ability to get to work, school, and travel around town. With gas prices and temperature rising, de-incentivizing transit is a poor move for our community. Please try harder to maintain regular, frequent scheduling. Especially on weekends!”***  
—Rider and Constituent in Council District 1



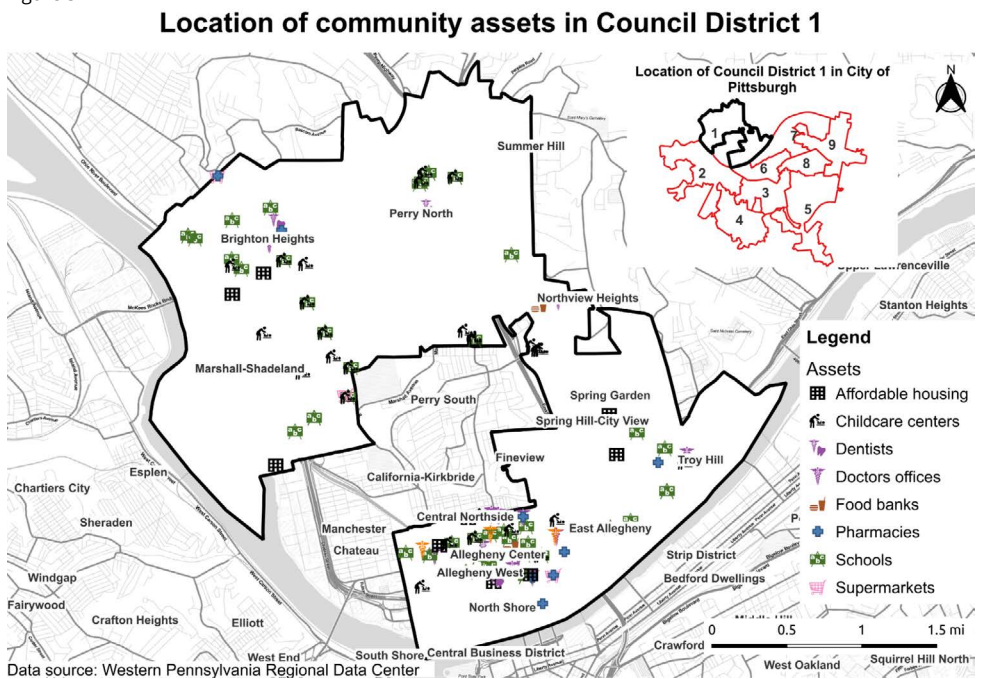
**Figure 4** shows that Council District 1 has some very highly transit-dependent populations, in particular in the Marshall-Shadeland neighborhood and on the North Shore. However, most of the other communities in District 1 also have a substantial number of residents who rely on transit, with 30.2% of the district on average being transit dependent.

Figure 4



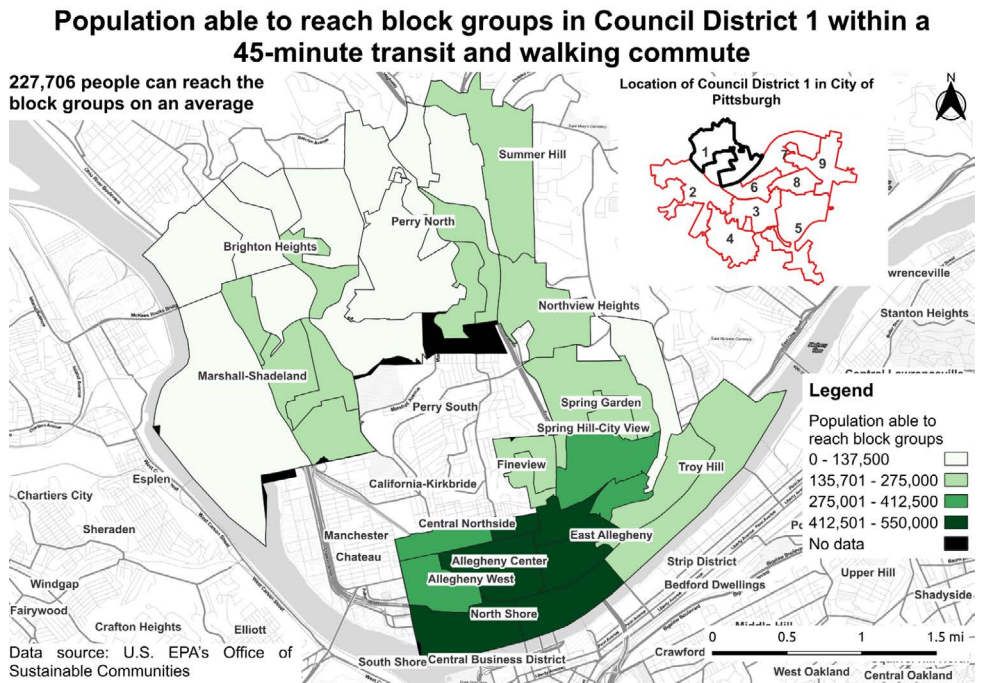
**Figure 5** shows the location of some important community assets in Council District 1. It is apparent that a vast swath of District 1—including Brighton Heights, Perry North, Northview Heights, Spring Garden, Fineview, Troy Hill and Marshall-Shadeland—rely on transit to a significant extent, but access to amenities in those communities are very limited. Having reliable transit routes is therefore critical for people in those neighborhoods to meet their needs.

Figure 5



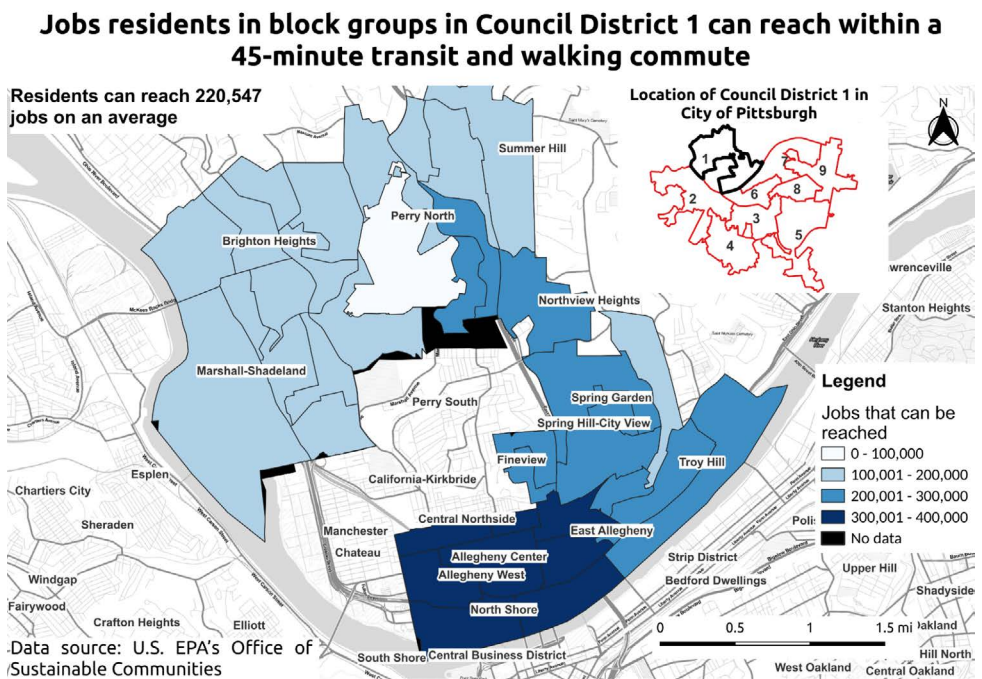
**Figure 6** shows how accessible the residents and amenities in District 1 are from other places by a 45-minute walking or transit trip. Places accessible to fewer people (pictured in white or light green) are therefore less likely to support thriving businesses and provide robust access to critical services. Unsurprisingly, the neighborhoods farther away from Downtown and the North Shore like Perry North, Brighton Heights, and Marshall-Shadeland are not very accessible to many people by walking or transit.

Figure 6



**According to the 2015 Harvard Equality of Opportunity Study, commute times are the single biggest indicator of whether a household can emerge out of poverty.**<sup>5</sup> With that understanding, it's critical that residents, particularly in low-income communities, can access good jobs within a short transit and walking commute time in order to emerge from poverty. Because transit is limited and employment centers are far away, **Figure 7** shows that residents in Brighton Heights, Summer Hill, Marshall-Shadeland and Perry North have significantly fewer options for jobs within a reasonable commute time that would support upward economic mobility.

Figure 7



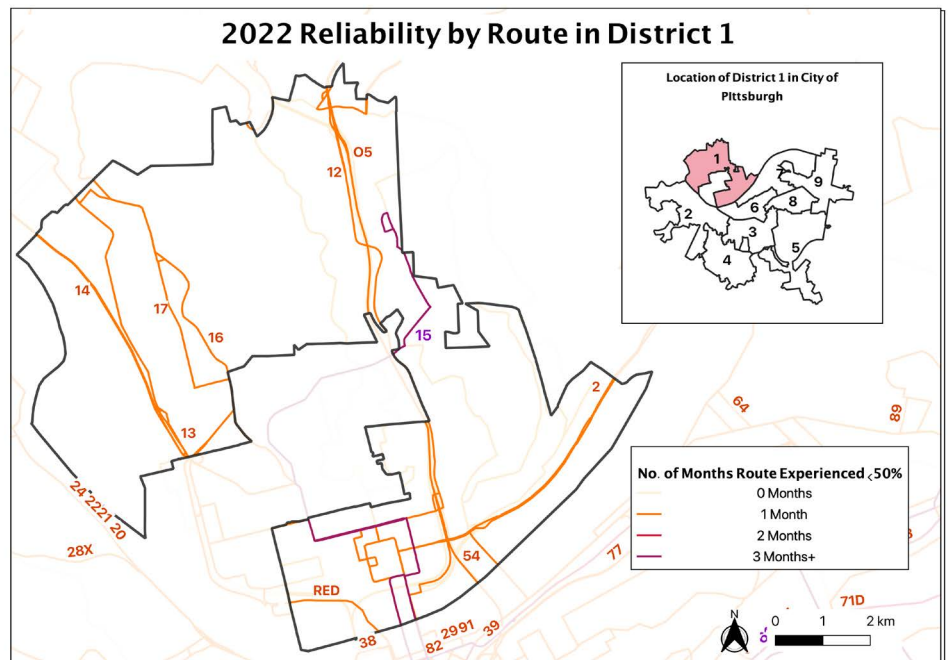
**Figure 8** shows that District 1 had 10 routes that experienced an acute decline in service reliability for a month or more in 2022, and that nearly all of the routes have experienced weekday service frequency reductions from pre-pandemic service levels. The impact of unreliable service on the 13 and 16 was particularly harmful because of the large number of riders those buses serve each month.

Figure 8

District 3 Reliability in 2023						
Route	# of Months <50%	Average Reliability	Avg Monthly Boardings in District	Avg Monthly Alightings in District	Weekday Service Diff '19 to '22	Weekend Service Diff '19 to '22
15	3	63%	3,533	2,957	-2%	-2%
2	1	60%	439	512	5%	0%
17	1	63%	5,356	5,784	-2%	-2%
54	1	63%	3,074	3,281	-8%	-8%
12	1	64%	2,378	2,783	64%	63%
13	1	69%	7,493	8,060	0%	0%
16	1	69%	11,384	9,524	-8%	-2%
O5	1	69%	14	21	1%	0%
14	1	72%	108	92	-13%	-3%
RED	1	75%	97	179	14%	0%
1	0	62%	439	512	44%	41%
P13	0	65%	13	15	-44%	0%
O12	0	67%	54	44	-52%	0%
O1	0	68%	54	44	-36%	0%
4	0	69%	2,812	3,548	-12%	56%
6	0	71%	7,204	6,852	0%	0%
7	0	73%	1,164	877	-1%	0%
11	0	74%	1,914	2,347	-1%	-1%
19L	0	74%	108	92	-38%	0%
8	0	74%	9,087	8,842	-27%	2%
18	0	84%	135	195	-1%	0%
SLVR	0	87%	-	-	0%	0%
BLUE	0	88%	-	-	0%	0%

**Figure 9** visualizes the routes in which transit riders in District 1 experienced an acute decline in reliability, of 50% or less for a month or more, in 2022. The 15, which serves Northview Heights and Perry South, was the worst of the routes and had an on-time performance of 50% or less for 3 months. All of 10 routes that had severe unreliability bring riders to the North Side and Downtown, which are where jobs, critical amenities, and connections to other parts of the transit network are clustered. As a result, buses not arriving on time or at all likely had a substantial impact on riders in accessing basic needs.

Figure 9



# District 2

## Council Member: Theresa Kail-Smith

### Key Statistics

- 17% of the population in the district is transit dependent, with Esplen, Crafton Heights, and Sheraden the neighborhoods with higher transit dependent percentages of the population (see Figure 10).
- On average, 229,589 people live within a 45-minute walking and transit commute of places in District 2 (see Figure 12).
- Residents can reach 256,453 jobs on average within a 45-minute transit and walking commute (see Figure 13).
- Only 27 of the 287 bus stops in the district have shelters (9% of stops). The City of Pittsburgh has installed 15 shelters in the district (5% of stops).
- District 2 has 30 bus routes, 16 of which experienced below 50% reliability for at least 1 month in 2022 (see Figure 14).

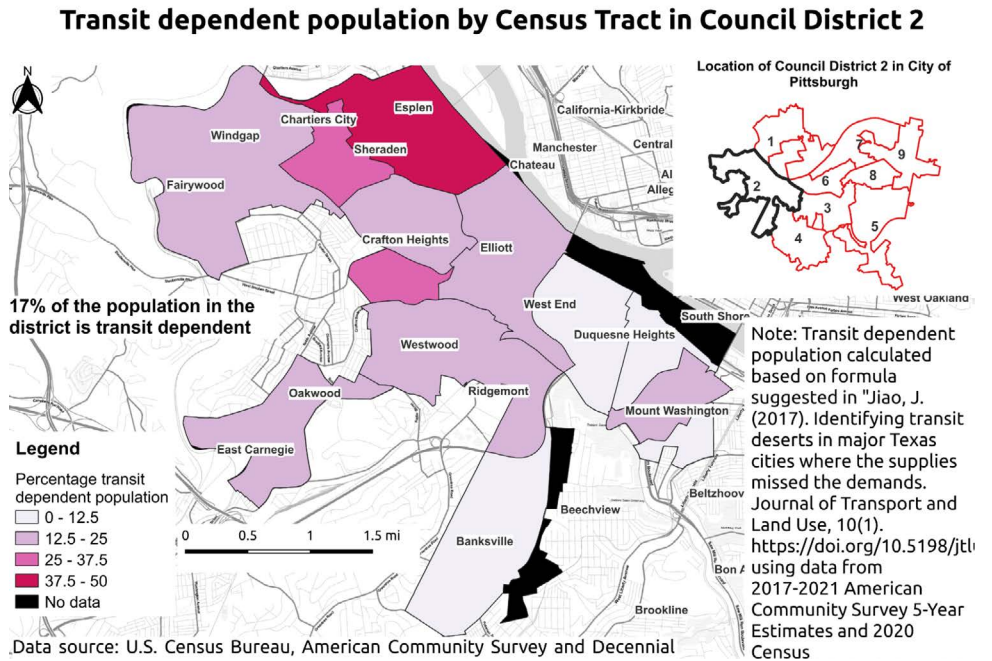
### Service Reliability and Access Needs Takeaways

- Oakwood and East Carnegie have a more limited access to jobs via transit, with just the 31 and 28X bordering the neighborhood.
- For routes like 20, 21, 22, and 24, frequency and reliability have great impact because they run through the more transit-dependent Esplen neighborhood, with high access to jobs (Figure 13) and connecting to other municipalities like McKees Rocks where grocery stores are located. However, all of these routes also experienced at least 1 month of below 50% reliability.
- Route 29 has a high ridership in the district, running through the Crafton Heights neighborhood and connecting to additional townships like Robinson with grocery stores. This is an important route that suffered a low reliability average of 64% in 2022 and at least one month of below 50% reliability (Figure 14).
- Route 31 is an important route connecting grocery stores in Westwood to other regions (Figure 11), with a high average ridership, particularly for arrivals (Figure 14). However in 2022, this route experienced a low reliability of 67% and at least one month of below 50% reliability (Figure 14).

*"The 22 is the forgotten bus; it's the only bus that comes to the [McKees Rocks] Bottoms and we are always discarded, even before Covid and the shortage. It runs every hour and [sometimes] they don't even come. **It's cost me jobs and missed appointments. Something [needs] to be done.**"*  
—Rider and Constituent in Council District 2

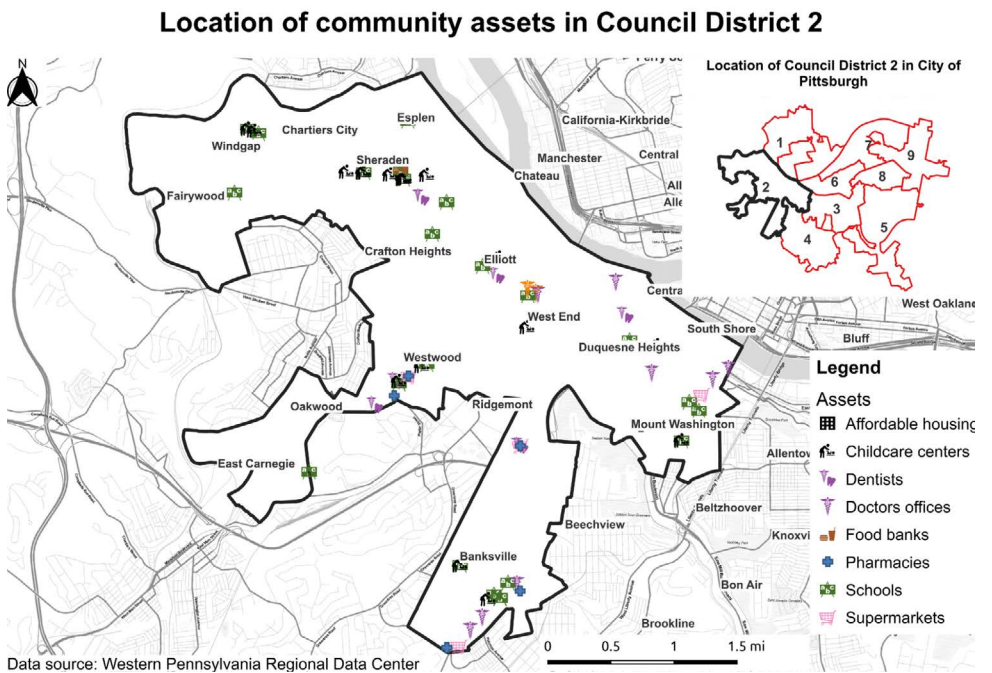
**Figure 10** shows that Council District 2 has some moderately transit-dependent populations, in particular in Esplen, Sheraden, and Crafton Heights. However, other communities in District 2 also have a substantial number of residents who rely on transit, with 17% of the district on average being transit dependent. Part of the reason why transit dependency is lower in this district is that access to transit is relatively poor.

Figure 10



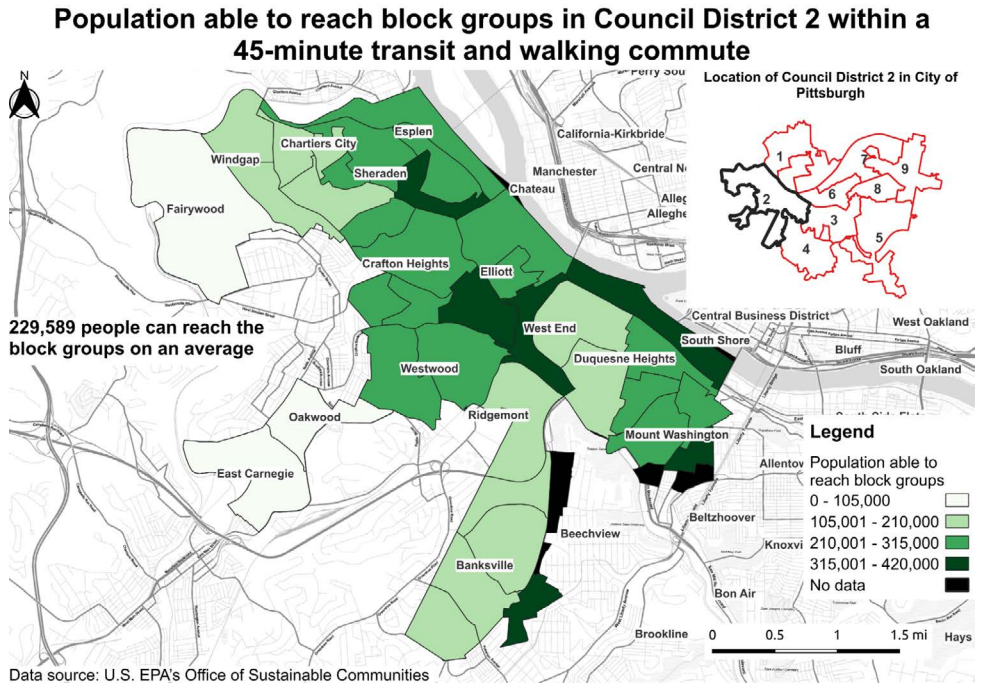
**Figure 11** shows the location of some important community assets in Council District 2. It is apparent that the communities that are most reliant on transit—including Esplen, Sheraden, and Crafton Heights—lack easy access to food and medical care. Having reliable transit routes is therefore critical for people in those neighborhoods to meet their needs.

Figure 11



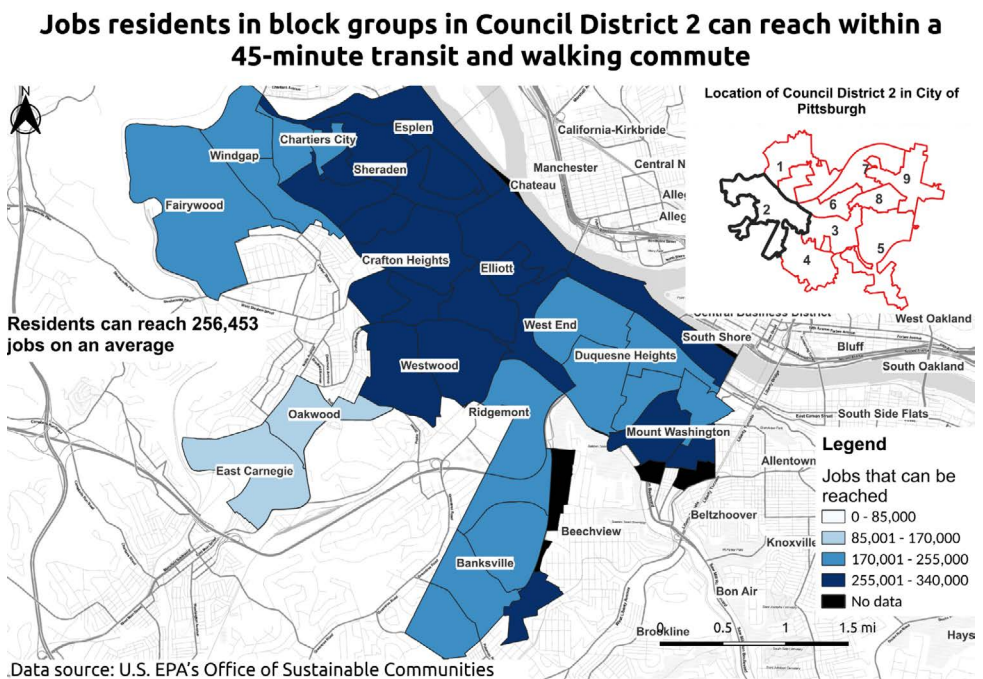
**Figure 12** shows how accessible the residents and amenities in District 2 are from other places by a 45-minute walking or transit trip. Places accessible to fewer people (pictured in white or light green) are therefore less likely to support thriving businesses and provide robust access to critical services. It is notable that the West End and Duquesne Heights are not very accessible to many people by walking or transit.

Figure 12



**According to the 2015 Harvard Equality of Opportunity Study, commute times are the single biggest indicator of whether a household can emerge out of poverty.**<sup>6</sup> With that understanding, it's critical that residents, particularly in low-income communities, can access good jobs within a short transit and walking commute time in order to emerge from poverty. Because transit is limited, despite proximity, **Figure 13** highlights that residents in the West End and Duquesne Heights have limited access to jobs within a reasonable commute time that would support upward economic mobility. East Carnegie, Oakwood, Banksville, Ridgemont, Chartiers City, Wingap, and Fairywood also see reduced access to jobs.

Figure 13



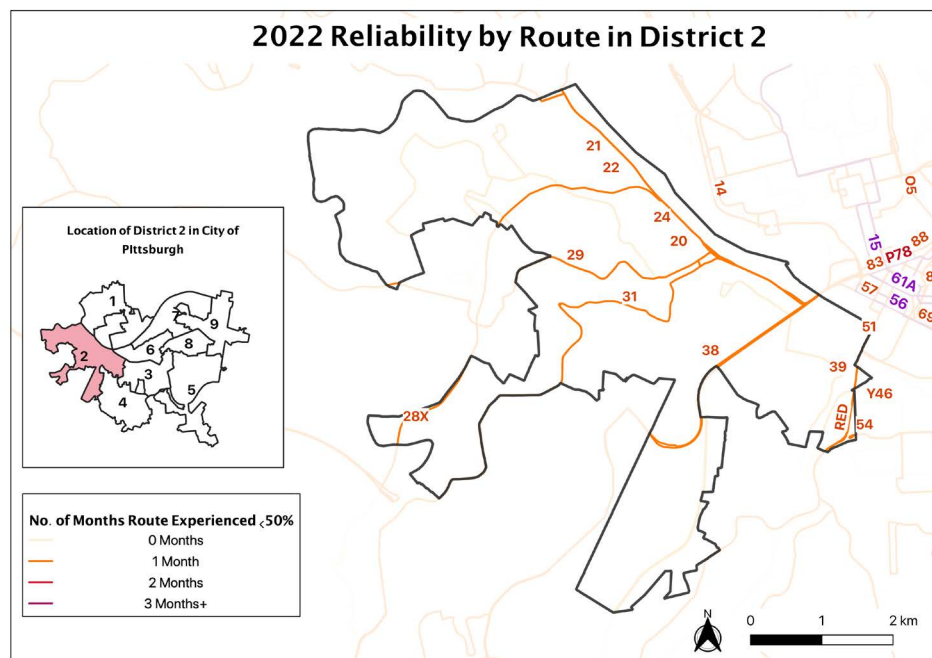
**Figure 14** shows that District 2 had 16 routes that experienced an acute decline in service reliability for a month or more in 2022, and that nearly all of the routes have experienced weekday service frequency reductions from pre-pandemic service levels. The impact of unreliable service on the 29 and 31 was particularly harmful because of the larger number of riders that those buses serve each month. Reliability on the express buses Y47 and Y49 had exceedingly poor average reliability across 2022, but also served few passengers.

Figure 14

District 2 Reliability in 2023						
Route	# of Months <50%	Average Reliability	Avg Monthly Boardings in District	Avg Monthly Alightings in District	Weekday Service Diff '19 to '22	Weekend Service Diff '19 to '22
Y47	1	55%	77	55	-17%	0%
28X	1	62%	854	23	0%	0%
54	1	63%	316	342	-2%	-2%
29	1	64%	1,274	1,452	0%	0%
20	1	66%	115	122	0%	0%
31	1	67%	2,983	4,153	-9%	-1%
Y46	1	67%	77	55	-16%	0%
24	1	68%	115	122	3%	0%
51	1	68%	-	-	0%	2%
Y1	1	68%	77	55	-49%	0%
39	1	70%	77	55	-22%	125%
21	1	71%	115	122	0%	0%
22	1	71%	53	32	-20%	54%
38	1	71%	-	-	-37%	7%
48	1	71%	316	342	-25%	-13%
RED	1	75%	-	-	6%	-7%
Y49	0	62%	77	55	-17%	0%
36	0	67%	621	975	-24%	0%
G3	0	72%	1,708	266	-55%	0%
G31	0	72%	854	133	-33%	0%
41	0	73%	77	55	-14%	0%
51L	0	73%	15	137	-3%	0%
44	0	74%	71	160	-1%	-4%
Y45	0	74%	77	55	-33%	0%
40	0	75%	3,791	3,463	-26%	0%
43	0	76%	1,039	1,176	-23%	0%
27	0	78%	4,730	5,647	-9%	1%
26	0	79%	6,439	6,841	-11%	1%
G2	0	79%	1,833	124	-35%	0%
SLVR	0	87%	-	-	0%	0%
BLUE	0	88%	-	-	0%	0%

**Figure 15** visualizes the routes in which transit riders in District 2 experienced an acute decline in reliability, of 50% or less for a month in 2022. All 16 routes that had severe unreliability for a month bring riders to Downtown, which are where jobs, critical amenities, and connections to other parts of the transit network are clustered. As a result, buses not arriving on time or at all likely had a substantial impact on riders in accessing basic needs.

Figure 15



# District 3

## Council Member: Bruce Kraus

### Key Statistics

- 39.2% of the population in the district is transit dependent.
- 270,919 people within the district live in areas with a 45-minute (maximum) transit and walking commute.
- On average, 263,018 people live within a 45-minute walking and transit commute of places in District 3.
- Only 24 of the 286 bus stops in the district have shelters (8% of stops). The City of Pittsburgh has installed 18 shelters in the district (6% of stops).
- District 3 has 37 bus routes, 25 of which experienced below 50% reliability for at least 1 month in 2022, with Routes 61B, 61A, 71C, 56, and the 71B running more than 1 month below 50% reliability.
- Service for the 69 was reduced for stops in District 3 starting in 2021, with 45% more service added on the 67. For this district itself, that service appears to be interchangeable. However, the change is affecting many municipalities in the Mon Valley area in terms of accessing this district, and reduces the options for riders that depend on these commuting routes while experiencing low reliability.

### Service Reliability and Access Needs Takeaways

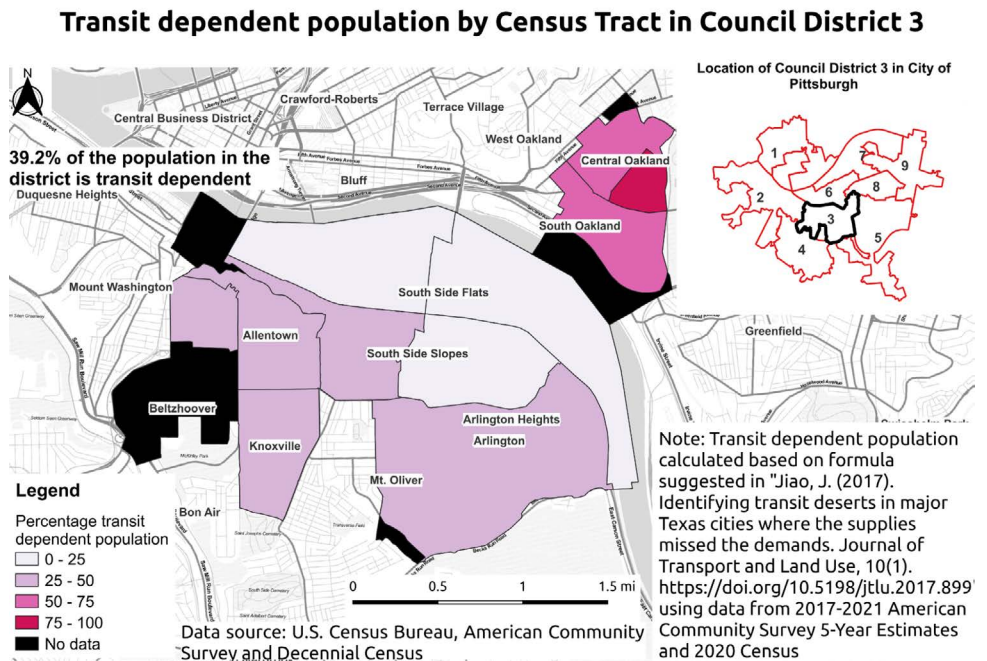
- Route 48 carries the highest ridership in the district, yet had both weekday and weekend service cuts while still experiencing bad reliability.
- Residents of Central and South Oakland, who have a high level of transit dependence, have access to medical facilities, but lack direct access to affordable housing, grocery stores, food banks, and schools. Having reliable transit routes in these neighborhoods are therefore critical for people in those neighborhoods to meet their needs.
- Parts of Central Oakland, South Oakland, South Shore, Knoxville, Arlington, Arlington Heights, St. Clair, and Mt. Oliver have significantly fewer options for jobs within a reasonable commute time, which impairs upward economic mobility for households in poverty.
- District 3 had 25 routes that experienced an acute decline in service reliability for a month or more in 2022, and nearly all the routes have experienced weekday service frequency reductions from pre-pandemic service levels.
- Many of the routes that had service reliability disruptions (e.g., 54, 75, and 93) were routes for which no alternative exists to allow residents to connect to Downtown or Oakland and points in the East End, which can prevent riders from accessing basic needs.

*"It started for us in January [with] random buses being out of service, or no notification that [the] bus is on detour. But what really has me mad is that there are no afternoon buses Thursdays and Fridays for my son to get home from school. **We have missed out on events because the bus won't run. We have gone through afternoons, [until] almost 8 p.m. with no bus.** The area I live in [has] one bus to get back and forth on, or walk eight blocks, which for many of us in Arlington ... can not do. Bus service sucks and no one has an answer as to why."*  
—Rider and Constituent in Council District 3



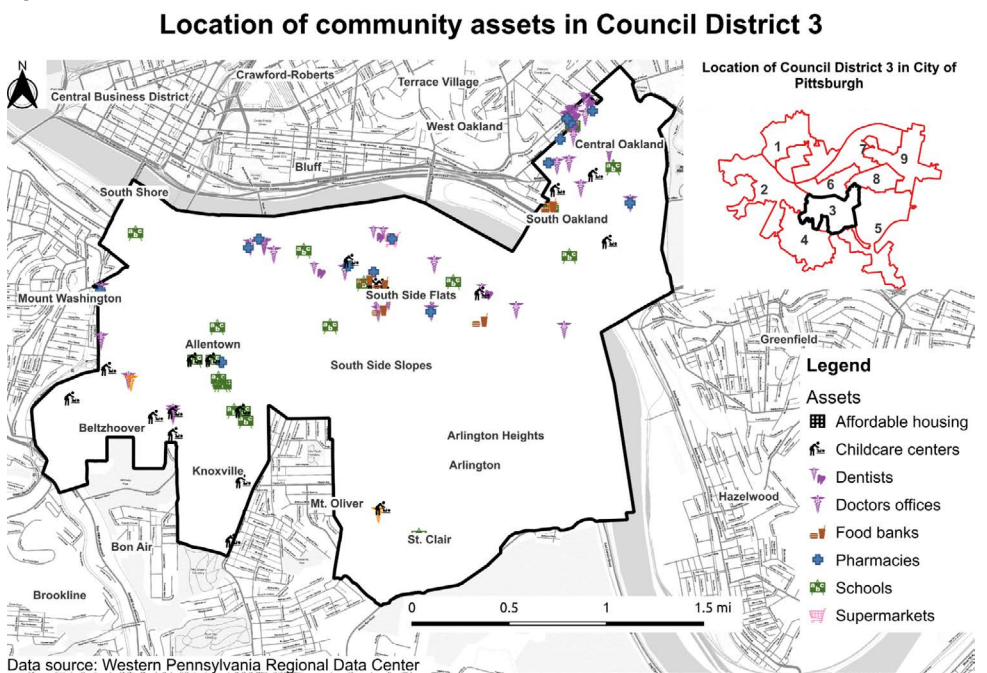
**Figure 16** shows that Council District 3 has some very highly transit-dependent populations in pockets of Central Oakland and South Oakland. However, most of the other communities in District 3 also have a substantial number of residents who rely on transit, with 39.2% of the district on average being transit dependent. While parts of District 3—Allentown, parts of South Side Slopes, Arlington, Arlington Heights, Mt. Oliver, and Knoxville—are less transit dependent than other parts of District 3, access to transit service in those communities is very limited. Having reliable transit routes is therefore critical for people in those neighborhoods to meet their needs.

Figure 16



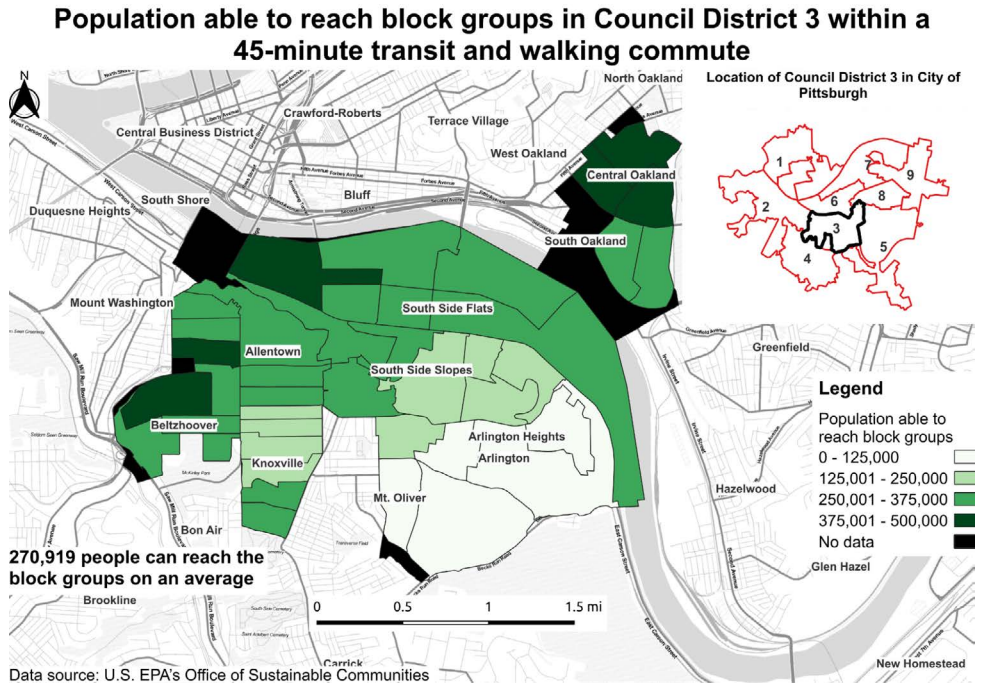
**Figure 17** shows the location of some important community assets in Council District 3. It is apparent that for the communities that are most reliant on transit, particularly Central Oakland, has access to medical facilities, but lacks direct access to affordable housing, grocery stores, food banks, and schools. Allentown is abundant in schools, but similar to Central Oakland, lacks food access and affordable housing. South Side Flats and Allentown contain a great span of amenities among less transit-dependent populations. It is likely easier to access amenities within a smaller travel distance in these neighborhoods through walking or shorter transit trips. Having reliable transit routes in Central Oakland and South Oakland are therefore critical for people in those neighborhoods to meet their needs.

Figure 17



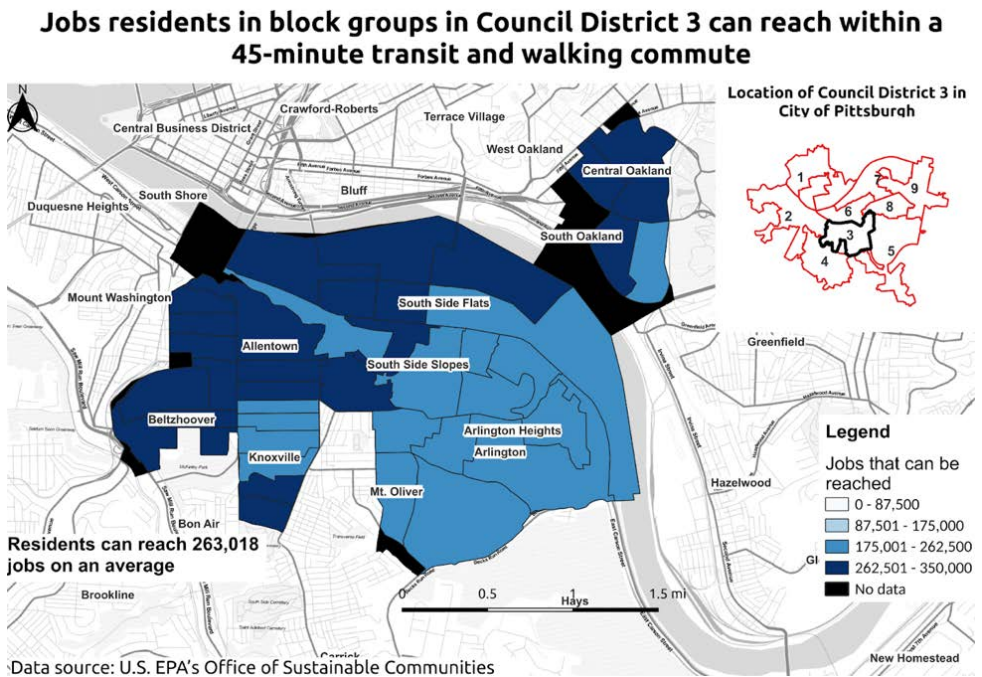
**Figure 18** shows how accessible the residents and amenities in District 3 are from other places by a 45-minute walking or transit trip. Places accessible to fewer people (pictured in white or light green) are therefore less likely to support thriving businesses and provide robust access to critical services. It is notable that most of Arlington, Arlington Heights, and Mt. Oliver is inaccessible to people by walking or transit. Places accessible to a lower number of people are therefore less likely to support thriving businesses and provide robust access to critical services.

Figure 18



**According to the 2015 Harvard Equality of Opportunity Study, commute times are the single biggest indicator of whether a household can emerge out of poverty.**<sup>7</sup> With that understanding, it's critical that residents, particularly in low-income communities, can access good jobs within a short transit and walking commute time in order to emerge from poverty. Because transit is limited and employment centers are far away, **Figure 19** shows that residents in parts of Central Oakland, South Oakland, South Shore, Knoxville, Arlington, Arlington Heights, St. Clair, and Mt. Oliver have significantly fewer options for jobs within a reasonable commute time that would support upward economic mobility.

Figure 19



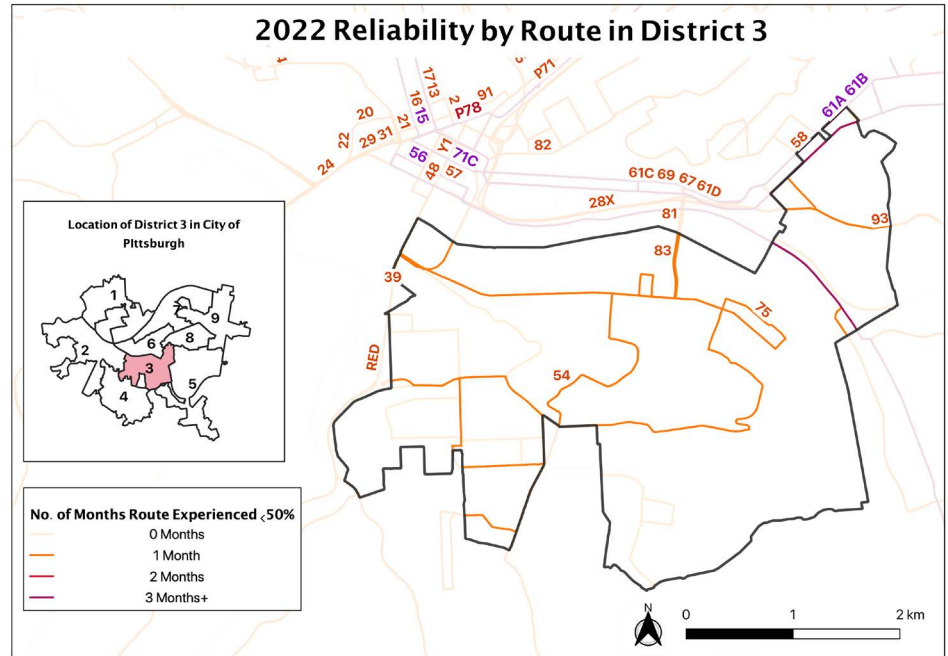
**Figure 20** shows that District 3 had 25 routes that experienced an acute decline in service reliability for a month or more in 2022. In addition, nearly all the routes have experienced weekday service frequency reductions from pre-pandemic service levels. Ridership on routes that experienced a month of severe unreliability like the 48, 51, 54, and 75 is very high, so this disruption would have impacted many residents in this district.

Figure 20

District 3 Reliability in 2023						
Route	# of Months <50%	Average Reliability	Avg Monthly Boardings in District	Avg Monthly Alightings in District	Scheduled Service Change Since 2019	Scheduled Service Change Since 2020
61B	5	52%	706	337	0%	0%
61A	4	54%	706	337	0%	0%
71C	3	53%	1,244	500	0%	0%
56	3	58%	89	90	-3%	-3%
71B	2	60%	1,244	500	0%	0%
Y47	1	55%	18	83	-14%	-14%
67	1	57%	706	337	45%	45%
61D	1	58%	706	337	0%	0%
61C	1	59%	706	337	0%	0%
69	1	60%	706	337	-100%	-100%
71A	1	60%	1,244	500	0%	0%
71D	1	60%	1,244	500	0%	0%
54	1	63%	11,270	10,366	-3%	0%
58	1	63%	1,076	846	-36%	-36%
83	1	64%	1,935	1,733	1%	1%
57	1	65%	119	135	-21%	-21%
75	1	66%	6,485	4,962	-4%	0%
93	1	66%	1,832	1,285	0%	0%
Y46	1	67%	18	83	-13%	-13%
51	1	68%	9,431	8,997	1%	1%
Y1	1	68%	18	76	-57%	-57%
39	1	70%	14	76	-20%	-20%
48	1	71%	15,527	16,330	-24%	-14%
81	1	72%	1,935	1,733	0%	0%
RED	1	75%	-	-	14%	14%
Y49	0	62%	18	83	-14%	-14%
53L	0	67%	-	-	-8%	-8%
52L	0	69%	-	-	0%	0%
41	0	73%	14	76	-11%	-11%
51L	0	73%	867	889	-8%	-8%
44	0	74%	4,375	4,155	0%	4%
Y45	0	74%	18	83	-32%	-32%
40	0	75%	14	76	-25%	-25%
65	0	75%	505	461	-35%	-35%
43	0	76%	2,306	2,285	-24%	-22%
P3	0	85%	1,244	500	-20%	-20%
SLVR	0	87%	-	-	0%	0%
BLUE	0	88%	-	-	0%	0%

**Figure 21** visualizes the routes in which transit riders in District 3 experienced an acute decline in reliability, of 50% or less for a month or more, in 2022. Many of the routes that had service reliability disruptions (e.g., 54, 75, and 93) were routes for which no alternative exists to allow residents to connect to Downtown or Oakland and points in the East End. As a result, buses not arriving on time or at all likely had a substantial impact on riders in accessing basic needs.

Figure 21



*"I live on Mt. Washington near the overlook. Twice now I have used the incline and T to go downtown or to PNC Park and been abandoned [on my return trip] at the First Ave T station by Port Authority. They said there would be a shuttle and both times, no such shuttle ever appeared. ... In one instance, I was on my own and left in a dark part of town as a young woman late at night. Several strangers ended up uber-ing together but I didn't feel comfortable with that and couldn't afford to take one on my own. I ended up taking the T to the South Hills Junction and waited for a bus that would get me close to home. I waited and two buses that were supposed to arrive never did—but other buses were still coming and going. My only option at that point was to walk home alone on a half an hour-long trek at midnight. ... Coupled with the fact that the alternative transport they said they were providing didn't actually exist, **I don't feel safe using the T to go into town again because I'd rather pay \$20 for parking than get abandoned at night again.**"*

—Rider and Constituent in Council District 3

# District 4

## Council Member: Anthony Coghill

### Key Statistics

- 23.8% of the population in the district is transit dependent.
- On average, 210,752 people live within a 45-minute walking and transit commute of places in District 4.
- Residents can reach 222,105 jobs on average within a 45-minute transit and walking commute.
- 42 of the 191 bus stops in the district have shelters (22% of stops). The City of Pittsburgh shelters has installed 5 shelters in the district (3% of stops).
- District 4 has 16 bus routes, 8 of which experienced below 50% reliability for at least 1 month in 2022.

### Service Reliability and Access Needs Takeaways

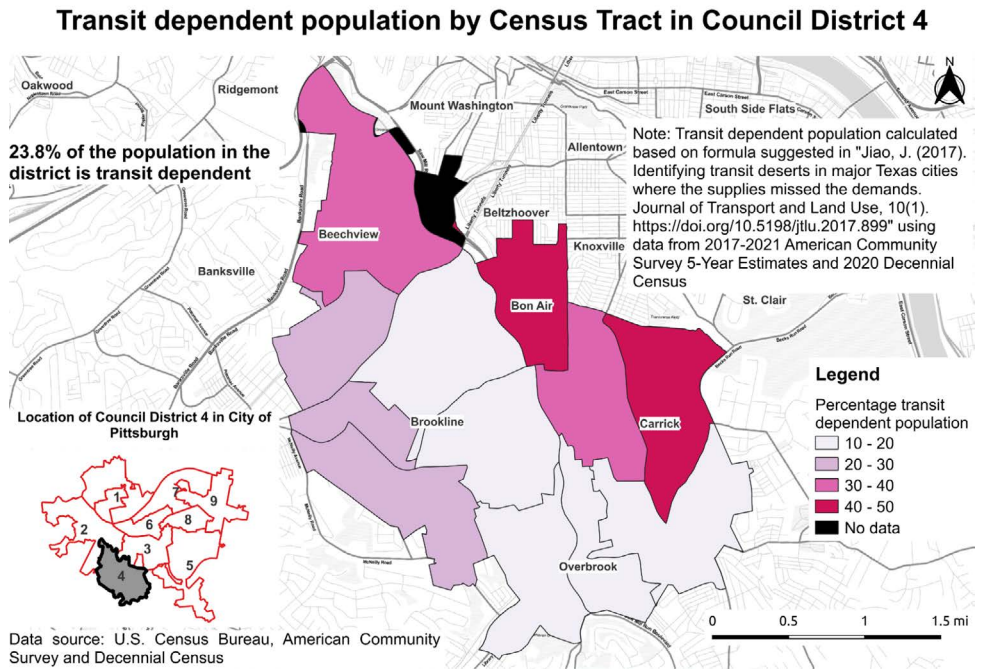
- With growing Latino populations in the neighborhoods of Beechview and Brookline, language access and transit access is a dual need, with requests for translation services from PRT following community turnout for those impacted by Red Line service outage.<sup>8</sup>
- The T accounts for the high concentration of transit access in Beechview, as well as the higher concentration of job access. Disruption to the Red Line in 2022 caused significant impact to work, with riders not able to get to work on time and finding PRT's communication to be lacking.
- In the region, there are regions with extremely high transit dependency, with Bon Air and portions of Carrick experiencing 40-50% transit dependency and Beechview experiencing 30-40% transit dependency, making route 51 a lifeline to jobs, groceries and other amenities.
- Worth continuing to advocate for is Route 39, which services a good portion of the district and experiences high ridership. Recent Sunday service added in 2022 connects access to downtown in a region without grocery stores.

*"Since the Red Line train went down and was replaced with the Red Line Rail Shuttle, I can honestly say without a doubt ... that it has been my worst experience with a government agency. ... **I have never been so negatively affected in all aspects of my life outside of my home like this rail shuttle. It has been so aggravating that I have actually decided to move out of Beechview** and I am moving to the South Side ... There has never been a schedule or tracking for the buses. ... I would get out there around 5:07 a.m. and wait 5 to 45 minutes, every morning, getting picked up at different times. Same thing going home from work. ... It really is a perfect case study for what failure is in public service."*  
—Rider and Constituent in Council District 4

*"I live car-free and chose Beechview as my home. With the Red Line being out, it has been nearly impossible to use transit to get anywhere. The bus shuttle runs infrequently, and without tracking. I've only tried to use it twice in the last two months, and both times I gave up because I waited over a half hour in [poor] weather and the bus never showed up. I'm stuck just Ubering everywhere for now, which is absurd. ... **I am starting to hate living in a place that feels so isolated due to lack of transit.**"*  
—Rider and Constituent in Council District 4

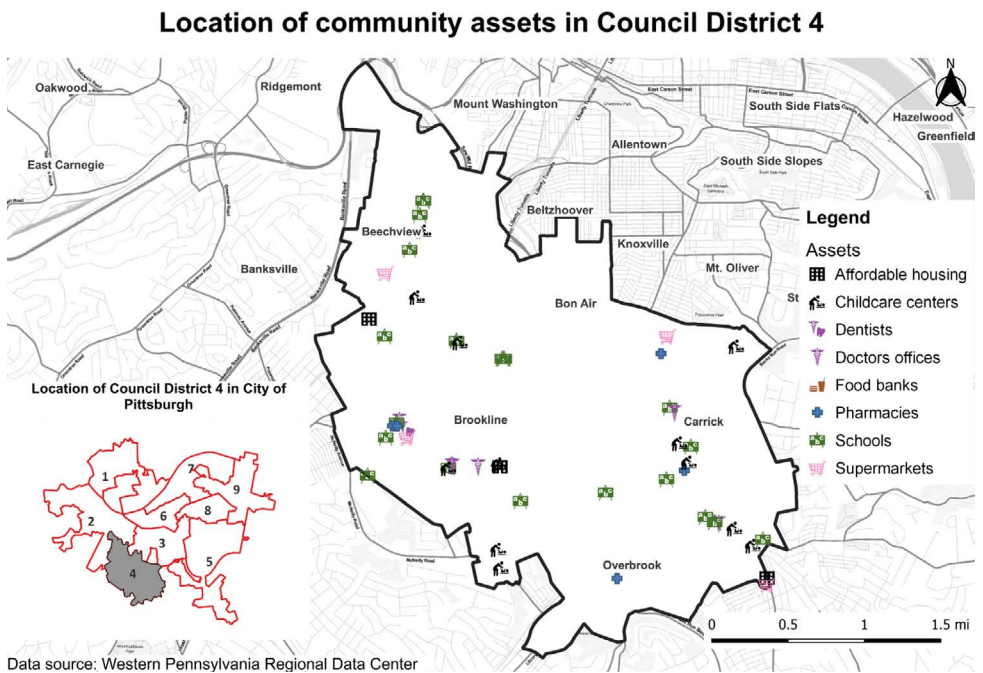
**Figure 22** shows that Council District 4 has some very highly transit-dependent populations, in particular in Carrick, Bon Air, and Beechview. However, most of the other communities in District 4 also have a substantial number of residents who rely on transit, with 23.8% of the population in the district is transit dependent.

Figure 22



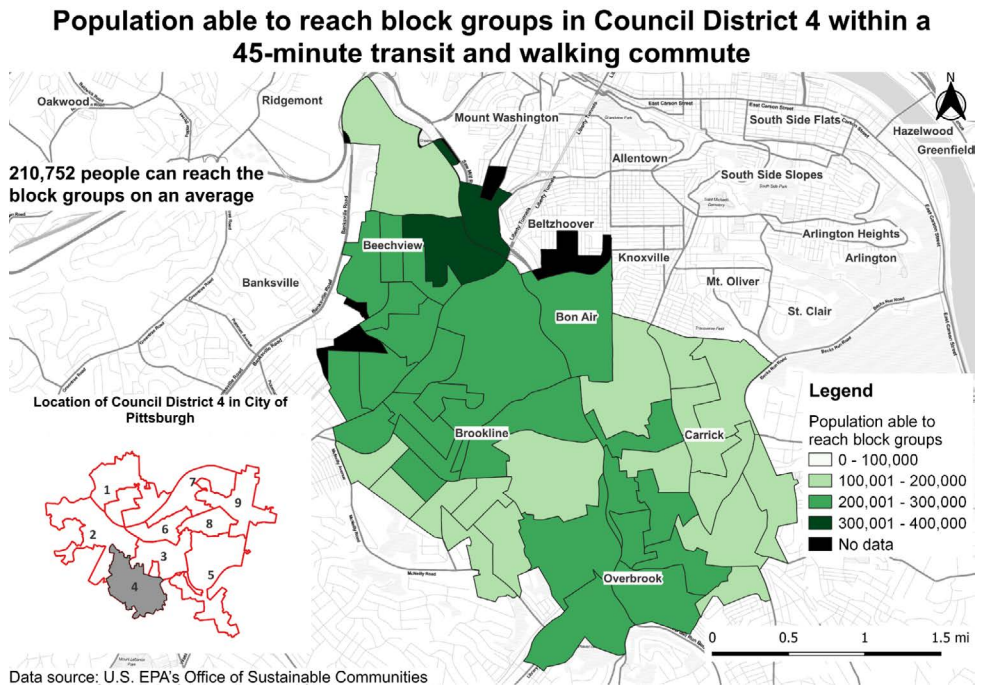
**Figure 23** shows the location of some important community assets in Council District 4. It is apparent that a vast swath of District 4—including Carrick, Bon Air, and Beechview—rely on transit to a significant extent, but access to amenities in those communities are very limited. Having reliable transit routes is therefore critical for people in those neighborhoods to meet their needs.

Figure 23



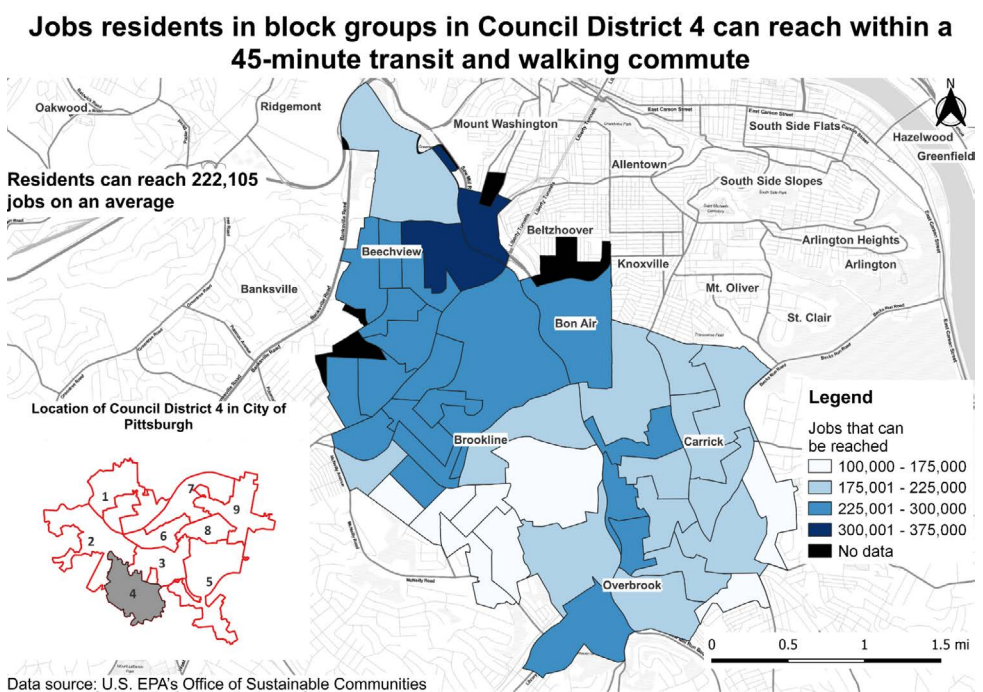
**Figure 24** shows how accessible the residents and amenities in District 4 are from other places by a 45-minute walking or transit trip. Places accessible to fewer people (pictured in white or light green) are therefore less likely to support thriving businesses and provide robust access to critical services. It is notable that most of Carrick is not very accessible to people by walking or transit.

Figure 24



**According to the 2015 Harvard Equality of Opportunity Study, commute times are the single biggest indicator of whether a household can emerge out of poverty.**<sup>9</sup> With that understanding, it's critical that residents, particularly in low-income communities, can access good jobs within a short transit and walking commute time in order to emerge from poverty. Because transit is limited, **Figure 25** shows that residents in Carrick, Overbrook and parts of Beechview have significantly fewer options for jobs within a reasonable commute time that would support upward economic mobility.

Figure 25



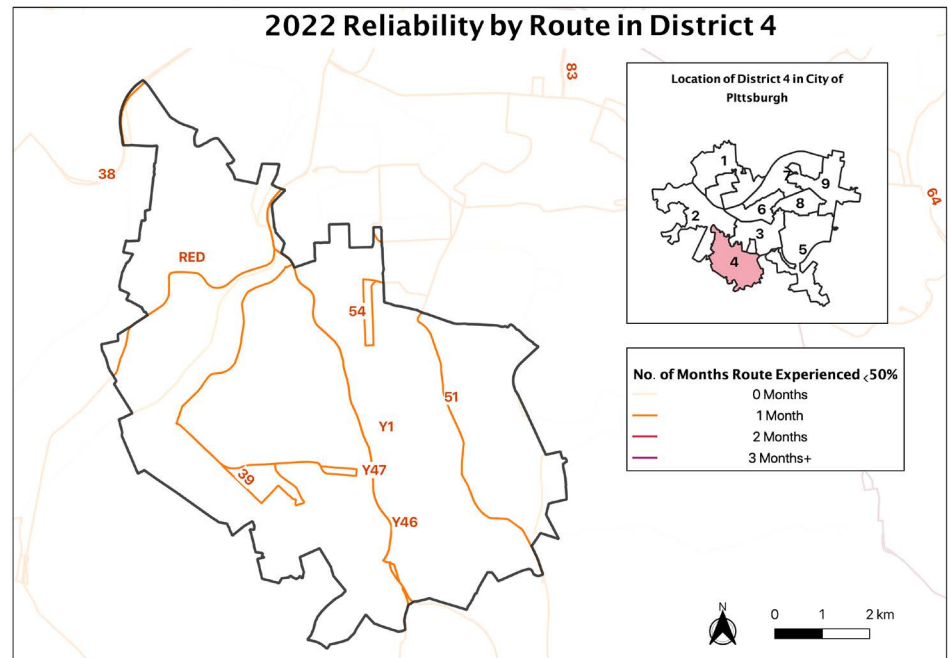
**Figure 26** shows that District 4 had 8 routes that experienced an acute decline in service reliability for a month or more in 2022, and that nearly all of the routes have experienced weekday service frequency reductions from pre-pandemic service levels. The impact of unreliable service on the 51 and 39 was particularly harmful because of the very large number of residents that those buses serve each month. The Red Line closures upended the lives of members of the Latino immigrant community, many of whom rely on the T for all their transportation needs, and had a big economic impact on businesses in the corridor. The impacts of the Red Line closures were compounded by the lack of real time or scheduled information for the shuttles that were supposed to manage the gap, and by the lack of language-accessible communications from PRT.

Figure 26

District 4 Reliability in 2023						
Route	# of Months <50%	Average Reliability	Avg Monthly Boardings in District	Avg Monthly Alightings in District	Weekday Service Diff '19 to '22	Weekend Service Diff '19 to '22
Y47	1	55%	259	200	-17%	0%
54	1	63%	414	411	-5%	-5%
Y46	1	67%	257	185	-15%	0%
Y1	1	68%	240	24	-50%	0%
51	1	68%	12,087	12,375	0%	2%
39	1	70%	10,005	9,915	-25%	123%
38	1	71%	-	-	0%	0%
RED	1	75%	-	-	6%	-7%
Y49	0	62%	257	192	-17%	0%
36	0	67%	-	-	-24%	0%
41	0	73%	1,893	1,182	-14%	0%
51L	0	73%	3,789	4,398	-7%	0%
Y45	0	74%	259	177	-33%	0%
40	0	75%	164	236	-26%	0%
43	0	76%	98	114	-26%	-4%
SLVR	0	87%	-	-	0%	0%
BLUE	0	88%	-	-	0%	0%

**Figure 27** visualizes the routes in which transit riders in District 4 experienced an acute decline in reliability, of 50% or less for a month in 2022. The Red Line, 51, and 39 are all enormously important to the lives and livelihood of many residents throughout District 4, and so ensuring that those lines maintain a high on-time performance is critical to the well-being of that community. All of the routes that had severe unreliability bring riders to Downtown, which are where jobs, critical amenities, and connections to other parts of the transit network are clustered. As a result, buses not arriving on time or at all likely had a substantial impact on riders in accessing basic needs.

Figure 27





# District 5

## Council Member: Barbara Warwick

### Key Statistics

- 44.2% of the population in the district is transit dependent with Oakland neighborhoods and Squirrel Hill especially high in percentage of transit-dependent populations.
- On average, 226,334 people live within a 45-minute walking and transit commute of places in District 5.
- Residents can reach 226,276 jobs on average within a 45-minute transit and walking commute.
- Only 19 of the 294 bus stops in the district have shelters (6% of stops). The City of Pittsburgh shelters has installed 16 shelters in the district (5% of stops).
- District 5 has 16 bus routes, 12 of which experienced below 50% reliability for at least 1 month in 2022, with Route experiencing 3 months of below 50% reliability.

### Service Reliability and Access Needs Takeaways

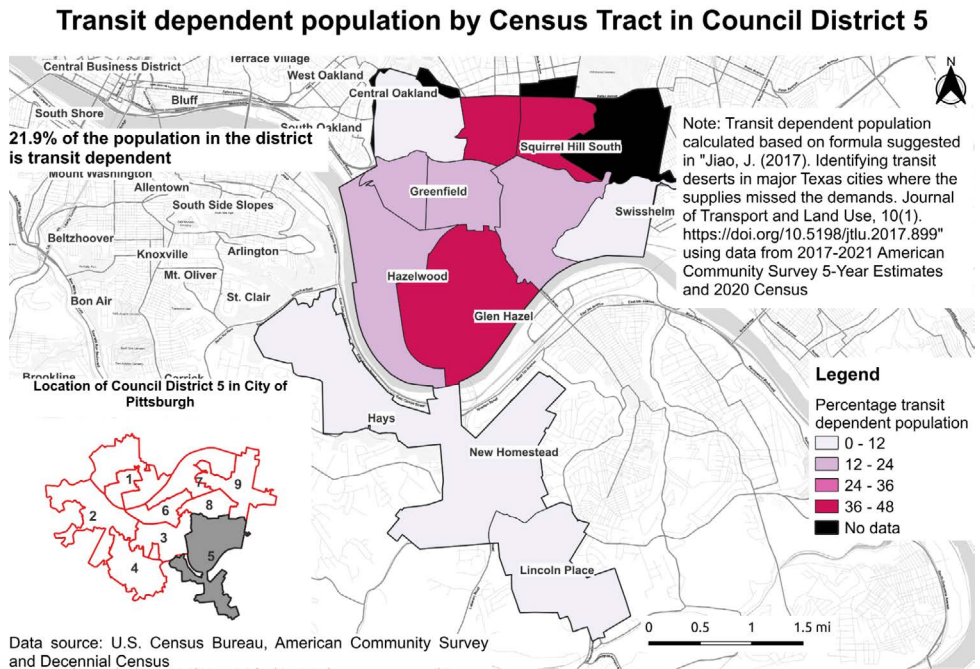
- Though there is a high access to jobs in the region via transit, this is disproportionately concentrated in the Squirrel Hill and Oakland portions (Figure 31), while Hazelwood, New Homestead, and Lincoln Place lack grocery stores (Figure 29).
- The sole route connecting the southernmost neighborhoods of New Homestead and Lincoln Place is the 56, which experienced extremely low reliability, averaging 58% in 2022 and experiencing 3 months of below 50% reliable service.
- Recently added weekend service on the 93 was a strong resident demand coalesced in the *Our Money, Our Solutions* campaign<sup>10</sup> that helps provide access to 3 grocery stores— particularly for Hazelwood, which lacks one.
- Another resident demand from the *Our Money, Our Solutions* campaign<sup>11</sup> proposed an extension of the 75 over the Hot Metal Bridge into Hazelwood. This addresses a missing connection between Hazelwood and the South Side, as well as adding additional options for accessing the Oakland area. This proposal would add about 9 minutes to the run time<sup>12</sup> and is worth continuing to fight for as the region continues to develop.

*"I live in Greenfield, only 1.6 miles from work in Oakland, but it's a 45-minute walk due to topography and the Parkway. A bike commute is just 20 minutes, but doesn't always work due to weather and professional meetings. My bus (the 58) is only running once an hour due to Covid—and even then it's usually 10 to 20 minutes late for inexplicable reasons. I am a dedicated bus rider, but Port Authority is really making it hard to depend on their services. Additionally, my middle schooler can't even take the bus into Oakland for school at Sci Tech in the morning because of the time points (he would be either 45 minutes early or late). **All I want to do is ride the bus, but Port Authority is making it a huge headache. Regularity, dependability, and frequency is needed.**"*

—Rider and Constituent in Council District 5

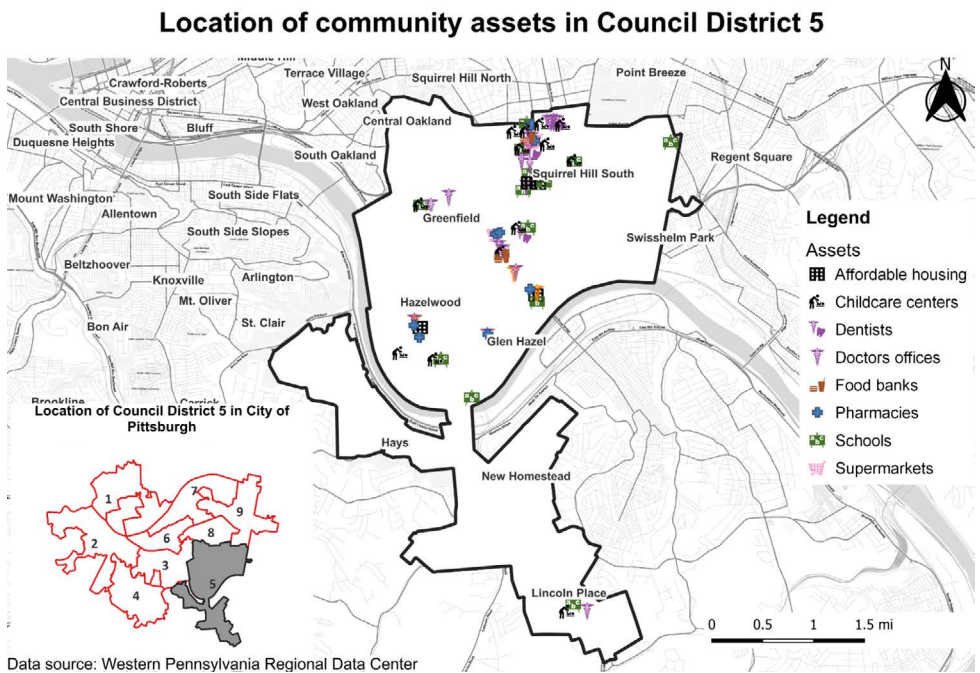
**Figure 28** shows that Council District 5 has some very highly transit-dependent populations, in particular in the Glen Hazel neighborhood and Squirrel Hill South showing 36% to 48% of the population as dependent. Most of the other communities in District 5 show some level of dependency, with 21.9% as the average of the district's population being dependent on transit.

Figure 28



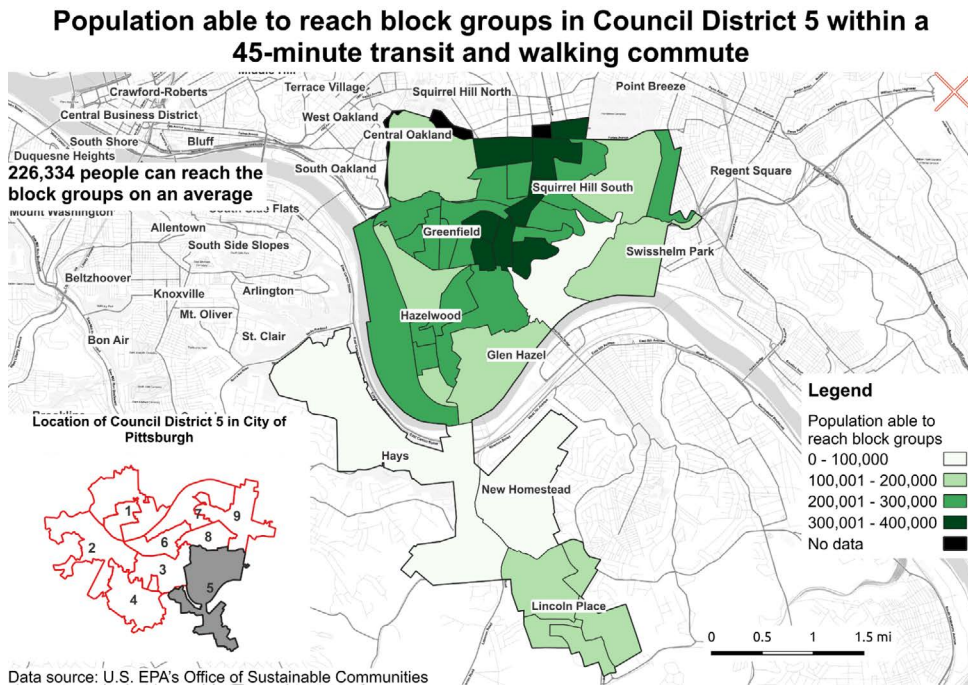
**Figure 29** shows the location of some important community assets in Council District 5. A cluster of community assets is shown in Squirrel Hill South where there is an increased dependency on transit. Community assets throughout the remainder of the district seem to be localized and are not as dense as Squirrel Hill South. For access to a variety of assets in a centralized area, residents would need to commute, especially those in the Central Oakland and Swisshelm areas. It is possible that residents in Central Oakland and Swisshelm Park could be opting for other means of transportation to reach district assets as a result of commute times and job access nearby.

Figure 29



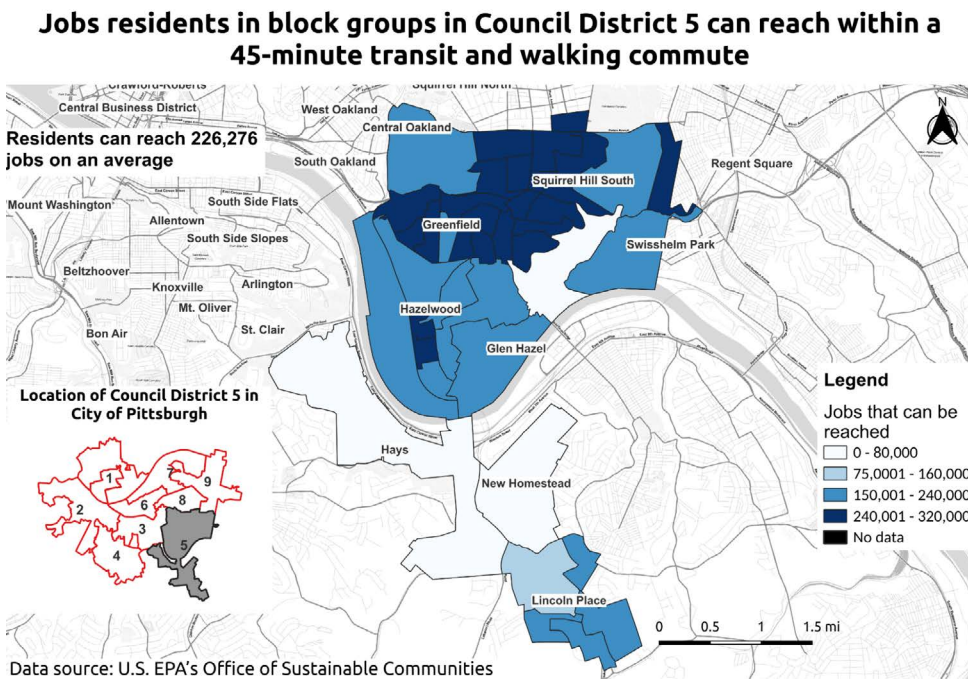
**Figure 30** shows how accessible the residents and amenities in District 5 are from other places by a 45-minute walking or transit trip. Places accessible to fewer people (pictured in white or light green) are therefore less likely to support thriving businesses and provide robust access to critical services. Unsurprisingly, the neighborhoods farther away from Squirrel Hill, such as Swisshelm Park, Hazelwood, Glen Hazel, Hays, New Homestead, and Lincoln Place are not very accessible to many people by walking or transit. Places accessible to a lower number of people are therefore less likely to support thriving businesses and provide robust access to critical services.

Figure 30



**According to the 2015 Harvard Equality of Opportunity Study, commute times are the single biggest indicator of whether a household can emerge out of poverty.**<sup>13</sup> With that understanding, it's critical that residents, particularly in low-income communities, can access good jobs within a short transit and walking commute time in order to emerge from poverty. Because transit is limited and employment centers are far away, **Figure 31** shows that residents in Hays, New Homestead, and Lincoln Place have significantly fewer options for jobs within a reasonable commute time that would support upward economic mobility. This limited transit access may help explain why these neighborhoods have a lower population compared with the communities across the river.

Figure 31



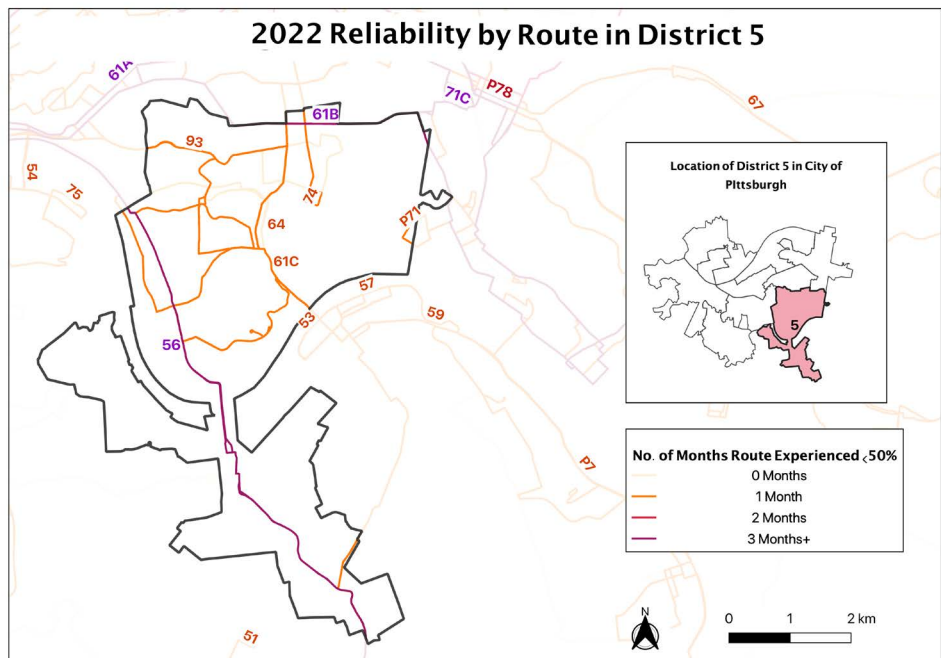
**Figure 32** shows that District 5 had 12 routes that experienced an acute decline in service reliability for a month or more in 2022. Many of the routes that serve riders with the highest transit dependency like the 57, 58, and 65 have experienced significant weekday service frequency reductions from pre-pandemic service levels. The impact of unreliable service on the 61C, 61D, 58, 93 and 64 were particularly harmful because of the large number of riders those buses serve each month.

Figure 32

District 5 Reliability in 2023						
Route	# of Months <50%	Average Reliability	Avg Monthly Boardings in District	Avg Monthly Alightings in District	Weekday Service Diff '19 to '22	Weekend Service Diff '19 to '22
61B	5	52%	1,864	2,395	0%	0%
61A	4	54%	1,294	-	0%	0%
56	3	58%	2,711	3,024	-1%	-1%
61D	1	58%	3,469	4,547	0%	2%
61C	1	59%	3,469	1,568	0%	0%
58	1	63%	3,990	3,749	-35%	-1%
57	1	65%	2,426	2,627	-20%	-1%
74	1	66%	2,078	1,866	0%	45%
93	1	66%	6,290	6,178	0%	0%
53	1	67%	326	276	0%	53%
P71	1	67%	60	71	-26%	0%
64	1	69%	4,451	4,871	0%	0%
53L	0	67%	895	736	-3%	0%
52L	0	69%	569	-	0%	0%
65	0	75%	2,017	1,223	-36%	0%
71	0	77%	60	71	0%	0%

**Figure 33** visualizes the routes in which transit riders in District 5 experienced an acute decline in reliability, of 50% or less for a month or more in 2022. The 56, which is an important route serving Hazelwood and Lincoln Place, was notably bad with on-time performance of 50% or less for 3 months. All of 12 routes that had severe unreliability for a month or more bring riders to Downtown and many to Oakland and the East End, which are where jobs, critical amenities, and connections to other parts of the transit network are clustered. As a result, buses not arriving on time or at all likely had a substantial impact on riders in accessing basic needs.

Figure 33



*"I sometimes take the 61B from Regent Sq to downtown. The traffic on Penn adds a solid 10-15 minutes to my commute, and the traffic patterns are not good for buses. Alternatively, I take the P71, and I have plenty of complaints. **It's regularly late, leaving from downtown 10-15 minutes late, sometimes they just don't exist, which is a huge issue for a bus which runs every 25 mins**, and it's often a huge nuisance that they stop running between 9 a.m. and 4 p.m."*  
 —Rider and Constituent in Council District 5

# District 6

## Council Member: R. Daniel Lavelle

### Key Statistics

- 54.2% of the population in the district is transit dependent.
- On average, 389,578 people live within a 45-minute walking and transit commute of places in District 6.
- Residents can reach 308,212 jobs on average within a 45-minute transit and walking commute.
- Only 55 of the 465 bus stops in the district have shelters (12% of stops). The City of Pittsburgh shelters has installed 36 shelters in the district (8% of stops).
- 88% of the 465 bus stops in the district have shelters, 8% of the stops with City of Pittsburgh shelters.
- District 6 has 89 bus routes, 50 of which experienced below 50% reliability for at least 1 month in 2022, with Routes 61A, 61B, 71C, 56, 15, P78, 71B experiencing more than 1 month of below 50% reliability.

### Service Reliability and Access Needs Takeaways

- With District 6 representing an enormous number of routes as a key commuting destination and transfer point, transit is an essential part of this region.
- Critical to this area are communication and engagement around construction, BRT projects, with access to downtown an issue for all regions.
- The 14, P1, G3, 38, 36, 28X, 61A are all routes with high numbers of boardings compared to alightings, making the timing of these routes in coordination with other routes important.
- The 83, 82, 81, 8, 16, 18 are all routes with higher numbers of alightings (arrivals) compared to boardings while experiencing high ridership, making them important regional connector routes.
- With additional service added to Route 12, there appears to be an awareness of the need to address overcrowding on the route. However, the route struggled with reliability, with an average reliability of 63% and a month of <50% reliable service.
- The 83 has an enormous number of monthly riders (~13,300 departing and ~18,600 arriving), connecting downtown with Oakland and the South Side Slopes, while experiencing an average reliability of 64% and a month of <50% reliable service.
- The 82 also has an enormous number of monthly riders (~11,400 departing and ~13,800 arriving), connecting downtown with the Hill District, East Liberty and Larimer while experiencing an average reliability of 63% and a month of <50% reliable service.
- The 15 is an important connector on the North Side, yet experienced both service cuts and poor reliability, with over 3 months of <50% reliable service.

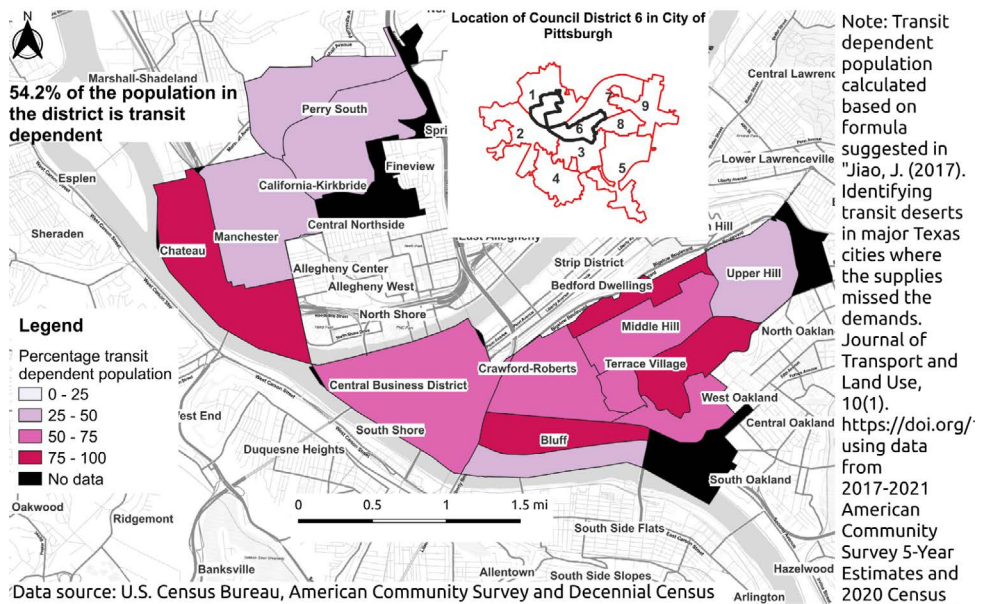
*“Some buses are overcrowded, such as the route 12, passengers are angry, and some have actually shed tears as they ask where their bus to work is. **It’s an awful situation for everyone; it affects us all.**”*

—Rider and Constituent in Council District 6

**Figure 34** shows that Council District 6 has some very highly transit-dependent populations, with 75-100% of the population in the Chateau, Bluff, Terrace Village, and Bedford Dwellings neighborhoods depending on transit. However, all of the other communities in District 6 also have a substantial number of residents who rely on transit, with 54.2% of the district on average being transit dependent.

Figure 34

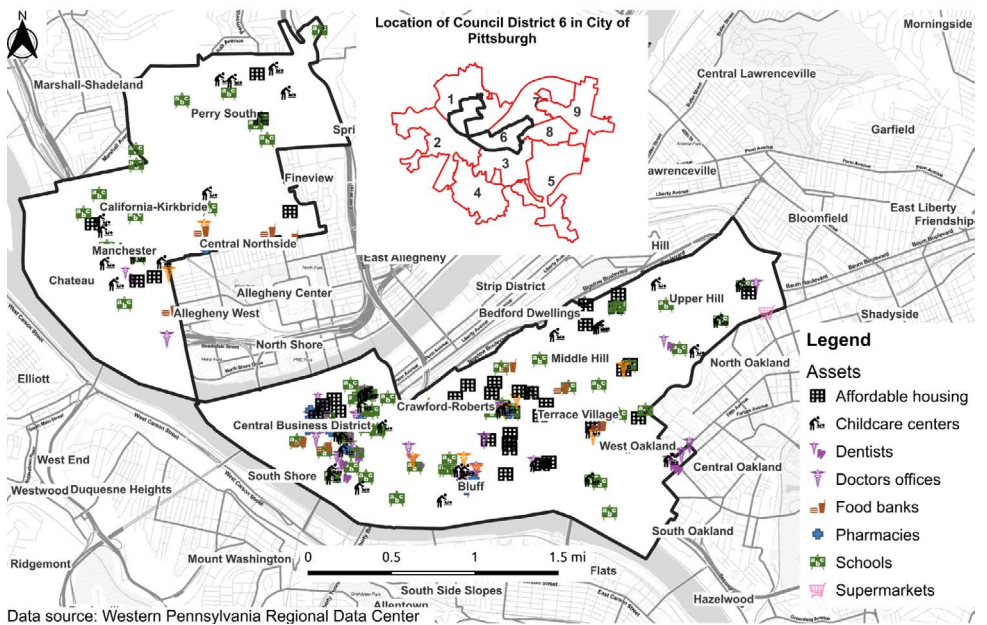
### Transit dependent population by Census Tract in Council District 6



**Figure 35** shows the location of some important community assets in Council District 6. It is apparent that all of District 6 relies on transit to a significant extent, but access to amenities in those communities are very limited. Food options within District 6 are almost nonexistent as are access to many other assets. Having reliable transit routes is therefore critical for people in those neighborhoods to meet their needs.

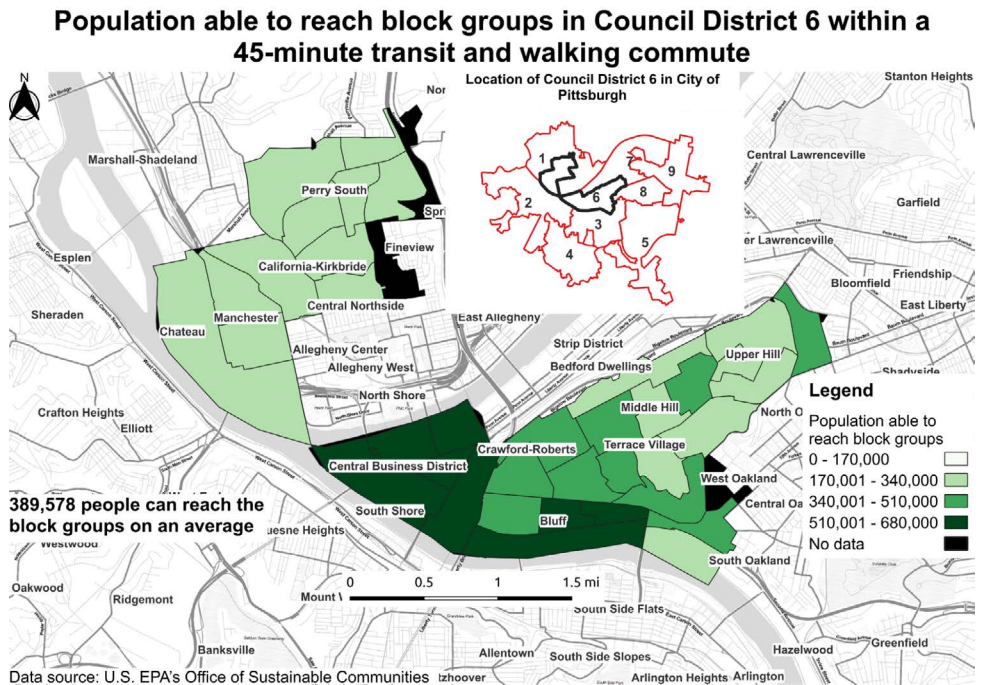
Figure 35

### Location of community assets in Council District 6



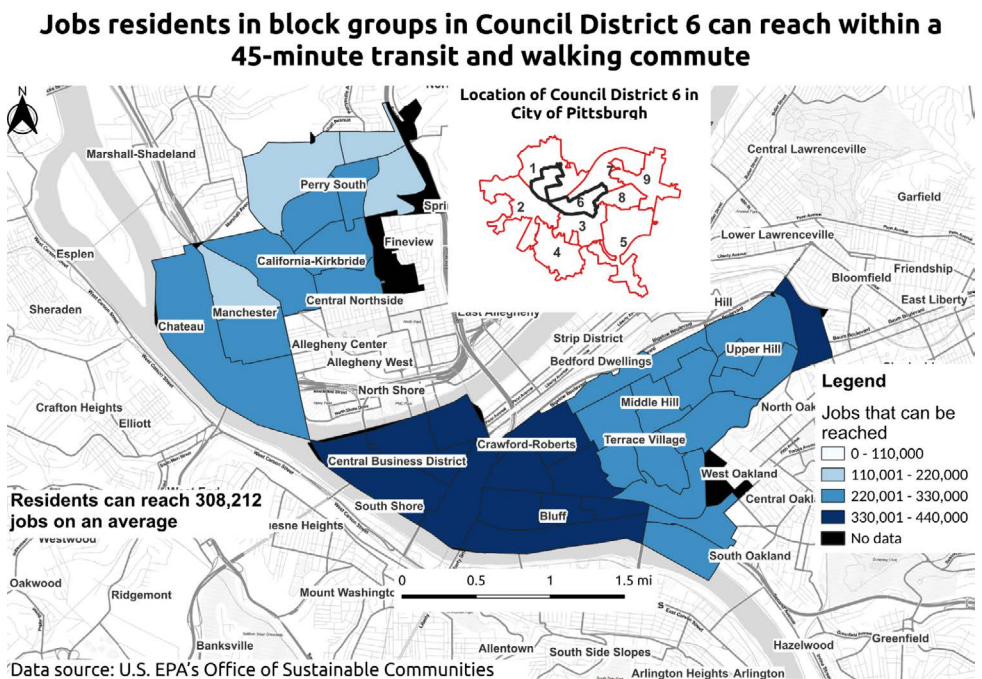
**Figure 36** shows how accessible the residents and amenities in District 6 are from other places by a 45-minute walking or transit trip. Places accessible to fewer people (pictured in white or light green) are therefore less likely to support thriving businesses and provide robust access to critical services. While the Central Business District, South Shore, and Bluff are very accessible, it is notable that Northside neighborhoods including Perry South, California-Kirkbride, Manchester, and Chateau along with the Upper Hill are not as accessible to many people by walking or transit.

Figure 36



**According to the 2015 Harvard Equality of Opportunity Study, commute times are the single biggest indicator of whether a household can emerge out of poverty.**<sup>14</sup> With that understanding, it's critical that residents, particularly in low-income communities, can access good jobs within a short transit and walking commute time in order to emerge from poverty. Because transit is limited and employment centers are far away, **Figure 37** shows that residents in Perry South and parts of Manchester have significantly fewer options for jobs within a reasonable commute time that would support upward economic mobility.

Figure 37



**Figure 38** shows that dozens of routes crossing District 6 had an acute decline in service reliability for a month or more in 2022, and that nearly all of the routes have experienced weekday service frequency reductions from pre-pandemic service levels. The impact of a month of extremely unreliable service on the 82 and 83 would have had a big impact on residents because ridership on those routes are so high. The impact of the many months of on time performance at 50% or less on the 61 and 71 buses has been devastating to residents across the East End and Uptown.

Figure 38

District 6 Reliability in 2023						
Route	# of Months <50%	Average Reliability	Avg Monthly Boardings in District	Avg Monthly Alightings in District	Weekday Service Diff '19 to '22	Weekend Service Diff '19 to '22
61B	5	52%	1,277	1,424	0%	0%
61A	4	54%	1,277	102	0%	0%
71C	3	53%	1,505	1,602	0%	0%
56	3	58%	1,085	1,170	0%	0%
15	3	63%	3,605	3,954	-2%	-2%
P78	2	51%	264	465	-6%	0%
71B	2	60%	1,505	1,602	0%	0%
Y47	1	55%	638	670	-16%	1%
67	1	57%	847	727	47%	7%
61D	1	58%	1,277	1,424	0%	2%
77	1	58%	1,248	1,627	11%	0%
61C	1	59%	1,277	1,424	0%	0%
2	1	60%	741	560	11%	0%
69	1	60%	847	727	-100%	0%
71A	1	60%	1,505	1,509	0%	0%
71D	1	60%	1,505	1,602	0%	0%
91	1	60%	865	447	-5%	-5%
28X	1	62%	2,295	45	-1%	-1%
86	1	62%	865	447	-2%	-2%
17	1	63%	4,781	5,539	0%	0%
54	1	63%	204	165	-4%	-4%
58	1	63%	1,180	1,247	-35%	0%
82	1	63%	11,442	13,749	0%	2%
12	1	64%	891	659	71%	69%
29	1	64%	2,023	1,397	22%	0%
83	1	64%	13,298	18,595	2%	1%
57	1	65%	1,085	1,170	-19%	0%
88	1	65%	865	447	-32%	-9%
20	1	66%	947	1,791	0%	0%
75	1	66%	204	165	0%	5%
93	1	66%	778	1,004	0%	0%
31	1	67%	2,023	1,397	16%	27%
P71	1	67%	1,373	756	-26%	0%
Y46	1	67%	638	670	-15%	1%
24	1	68%	947	1,791	3%	0%
51	1	68%	638	670	2%	3%
Y1	1	68%	638	670	-58%	0%
13	1	69%	5,141	5,587	4%	4%
16	1	69%	4,767	6,996	-5%	1%
O5	1	69%	914	93	4%	0%
P7	1	69%	2,376	2,546	-39%	0%
39	1	70%	1,346	1,269	-21%	128%
P68	1	70%	1,373	756	7%	0%
21	1	71%	947	1,791	0%	0%
22	1	71%	947	1,791	-20%	54%
38	1	71%	4,117	1,453	45%	155%
48	1	71%	638	670	-13%	1%
14	1	72%	8,301	4,081	-15%	-5%
81	1	72%	7,925	10,612	1%	0%
RED	1	75%	-	-	14%	0%
P10	0	60%	1,216	688	-8%	0%
1	0	62%	625	1,188	43%	41%
Y49	0	62%	638	670	-16%	1%
P16	0	63%	985	541	-18%	0%
P13	0	65%	741	560	-40%	0%
87	0	66%	1,502	766	-10%	-3%
36	0	67%	4,117	1,453	-24%	0%
53L	0	67%	1,034	1,057	-8%	0%
O12	0	67%	856	1,112	-58%	0%

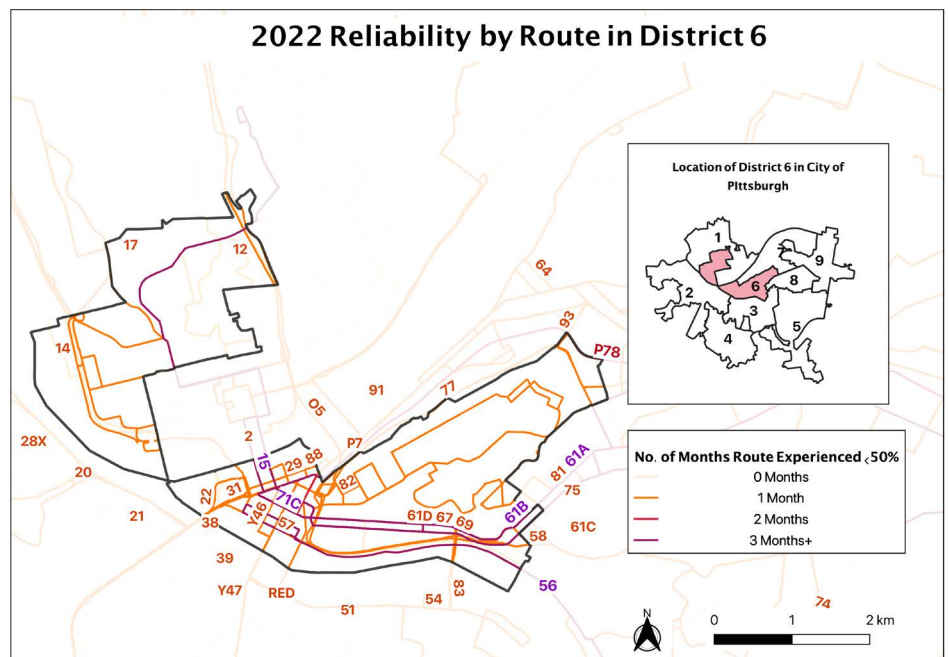


"[I] was trying to take the 91 downtown to see a show. We left the house 90 minutes early. **The first bus never came. The second bus never came. We waited in the cold for 45 minutes. Eventually, we took a car to avoid missing the show.**"  
 —Rider and Constituent in Council District 6

P69	0	67%	331	548	0%	0%
O1	0	68%	1,712	2,225	-38%	0%
4	0	69%	741	560	-10%	59%
52L	0	69%	1,034	-	0%	0%
6	0	71%	625	1,188	0%	0%
P12	0	71%	985	538	-47%	0%
P67	0	71%	985	541	-27%	0%
G3	0	72%	3,718	2,200	-55%	0%
G31	0	72%	2,023	1,397	-12%	0%
41	0	73%	638	670	-13%	1%
51L	0	73%	638	670	-6%	0%
7	0	73%	1,479	824	2%	0%
P76	0	73%	409	777	-38%	0%
11	0	74%	2,629	2,721	-1%	-1%
19L	0	74%	1,694	-	-38%	0%
44	0	74%	1,346	1,269	4%	1%
8	0	74%	7,818	9,602	-25%	4%
P17	0	74%	478	896	0%	0%
Y45	0	74%	638	670	-33%	0%
40	0	75%	1,346	1,269	-25%	0%
65	0	75%	789	768	-35%	0%
43	0	76%	638	670	-22%	1%
27	0	78%	788	918	-9%	0%
26	0	79%	788	918	-11%	0%
G2	0	79%	1,695	803	-35%	0%
18	0	84%	1,838	3,681	-2%	0%
P1	0	84%	5,907	3,990	-14%	0%
P3	0	85%	1,077	317	-19%	0%
SLVR	0	87%	-	-	0%	0%
P2	0	88%	1,502	766	-58%	0%

**Figure 39** visualizes the routes in which transit riders in District 6 experienced an acute decline in reliability, of 50% or less for a month or more in 2022 (red and purple lines indicate 2 or more months of extremely unreliable service). The 61A, 61B, 71C, 56, 15, and 12 stand out for affecting many residents in the district over a long period of time. Almost all routes with this poor performance bring riders to Oakland and Downtown, where jobs, critical amenities, and connections to other parts of the transit network are clustered. As a result, buses not arriving on time or at all had a substantial impact on riders in accessing their basic needs.

Figure 39



# District 7

## Council Member: Deborah Gross

### Key Statistics

- 22.1% of the population in the district is transit dependent.
- On average, 298,445 people live within a 45-minute walking and transit commute of places in District 7.
- Residents can reach 277,146 jobs on average within a 45-minute transit and walking commute.
- Only 38 of the 350 bus stops in the district have shelters (11% of stops), The City of Pittsburgh shelters has installed 28 shelters in the district (8% of stops).
- District 7 has 37 bus routes, 19 of which experienced below 50% reliability for at least 1 month in 2022, with Routes 71C, 15, P78, and the 71B experiencing more than 1 month of below 50% reliability.

### Service Reliability and Access Needs Takeaways

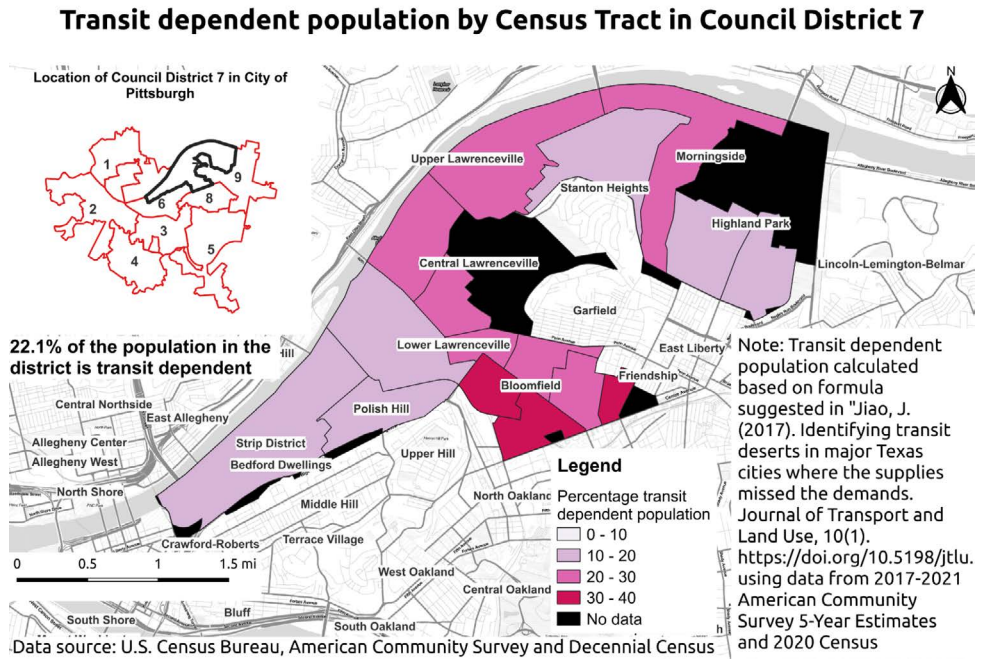
- There is a good clustering of affordable housing and medical centers around the busway and multiple connecting routes. These areas correspond with where higher percentages of transit-dependent population live, particularly Bloomfield and Friendship.
- With the 71C serving a high number of people in the district while experiencing 53% average reliability and 3 months of service below 50%, the dip in service only serves to exacerbate the wait. This line is an important connector to grocery store access as well
- The district has a number of routes that connect its neighborhoods, with the 54, 71A, 91, 86, 64, 93, 88, 71C, 71B, 75 and 77 all experiencing over 2000 average monthly boardings, with the 71A, 71B, and 71C routes with more rides originating within the district—however, of these, the 88 in particular has lost a significant amount of service since 2019 (38%) both weekday and weekend, with the 71C, 77, 87 and 86 also losing service in the range of 5%-12%
- With numerous connecting routes, there is a high number of jobs accessible via transit from this neighborhood. However, low reliability of these routes and reduced frequency may open up further switching away from transit and reduction in transit service and access

*"I mostly work from home, but I'm expected to go into the office once a week. To do this I usually either take the 64 or bike an hour. A few times now I've been stranded at the office for a while because the 64 never showed up. The second time it happened motivated me to buy an e-bike. It was a lot of money, but I couldn't risk getting stuck at the office, or worse, not being able to get there in the first place. **Now, whenever the weather isn't awful, I ride my bike into the office. It takes twice as long as the bus, but there's no worry about whether or not it'll show up. I have that option, but a lot of people don't.** Port Authority needs to operate the trips it says it's going to, or it needs to rework schedules so that only trips that it CAN operate show up in our planners. Port Authority also needs to do more than just put alerts on Twitter in an impossible-to-filter sea of other canceled trips. Report canceled trips to the Transit App and via their API so that we can see them and get alerts before it becomes a problem."*

—Rider and Constituent in Council District 7

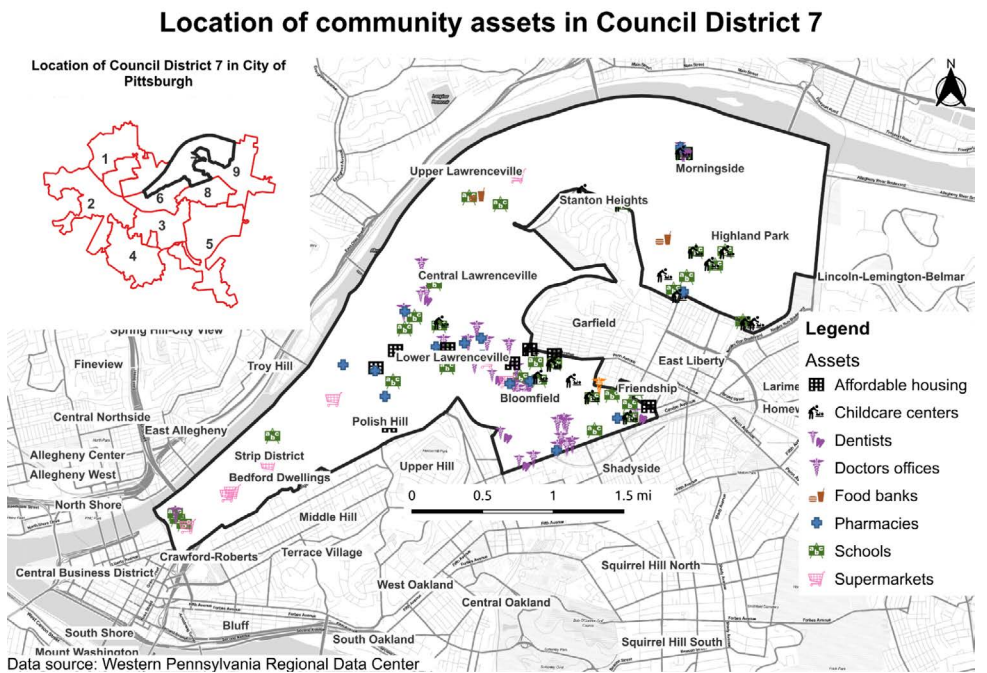
**Figure 40** shows that Council District 7 has some very highly transit-dependent populations—in particular in Bloomfield, Friendship, Central Lawrenceville, Lower Lawrenceville, Upper Lawrenceville, and Morningside. However, most of the other communities in District 7 also have a substantial number of residents who rely on transit, with 22.1% of the district on average being transit dependent.

Figure 40



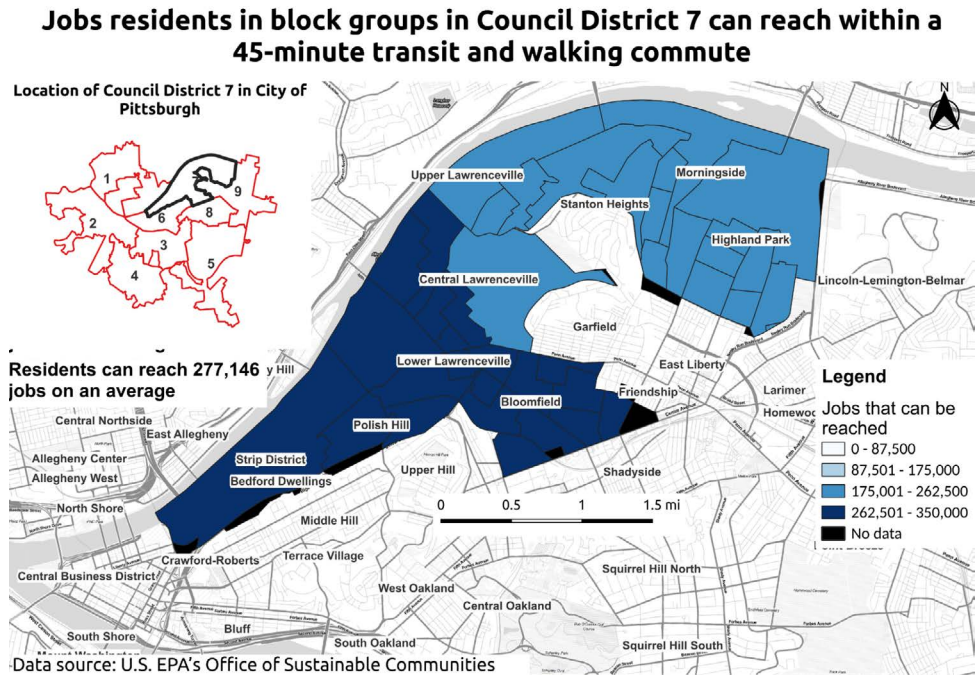
**Figure 41** shows the location of some important community assets in Council District 7. Notably, Bloomfield, Friendship, and parts of Lower Lawrenceville contain dense locations of nearly all assets and are extremely transit dependent. It is apparent that a vast swath of District 7— including Central Lawrenceville, Upper Lawrenceville, and Morningside – rely on transit to a moderate extent, but access to amenities in those communities are very limited. Having reliable transit routes is shown to be critical for people in those neighborhoods to meet their needs and achieve economic stability.

Figure 41



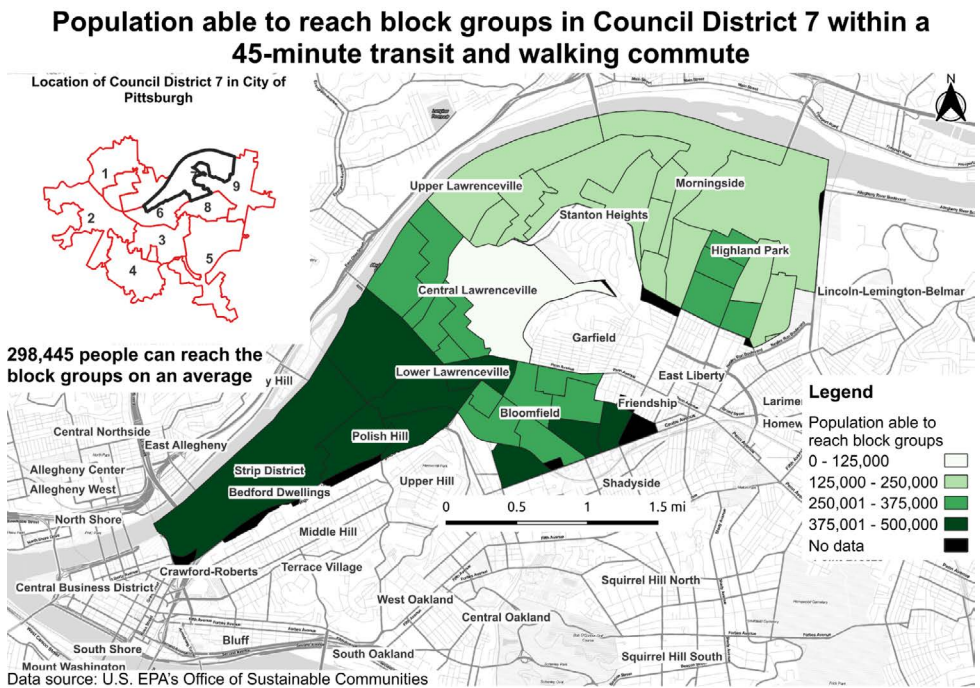
According to the 2015 Harvard Equality of Opportunity Study, commute times are the single biggest indicator of whether a household can emerge out of poverty.<sup>15</sup> With that understanding, it's critical that residents, particularly in low-income communities, can access good jobs within a short transit and walking commute time in order to emerge from poverty. Because transit is less limited and employment centers are more densely dispersed, **Figure 42** shows that residents in the Strip District, Polish Hill, Central Lawrenceville, Lower Lawrenceville, and Bloomfield have significantly greater options for jobs within a reasonable commute time that would support upward economic mobility.

Figure 42



**Figure 43** shows how accessible the residents and amenities in District 7 are from other places by a 45-minute walking or transit trip. Places accessible to fewer people (pictured in white or light green) are therefore less likely to support thriving businesses and provide robust access to critical services. Unsurprisingly, the neighborhoods farther away from the Strip District, Polish Hill, Lower Lawrenceville, and parts of Bloomfield, Central Lawrenceville, and Highland Park are not very accessible to many people by walking or transit.

Figure 43



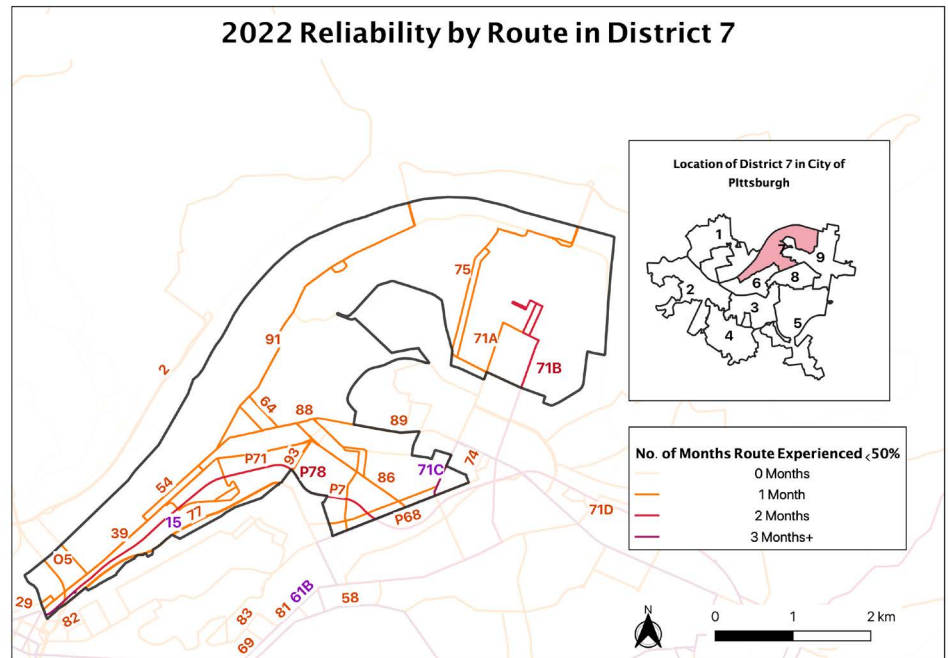
**Figure 44** shows that District 7 had 19 routes that experienced an acute decline in service reliability for a month or more in 2022, and that nearly all of the routes have experienced weekday service frequency reductions from pre-pandemic service levels. The impact of unreliable service on the 71A, 54, and 87 was particularly harmful because of their incredibly high ridership, although many more routes in the district are also consistently serving high numbers of riders with reliability levels hovering between 50-65%.

Figure 44

District 7 Reliability in 2023						
Route	# of Months <50%	Average Reliability	Avg Monthly Boardings in District	Avg Monthly Alightings in District	Weekday Service Diff '19 to '22	Weekend Service Diff '19 to '22
71C	3	53%	2,839	1,519	-12%	-12%
15	3	63%	51	59	0%	0%
P78	2	51%	20	31	-7%	0%
71B	2	60%	2,819	600	0%	0%
77	1	58%	2,004	2,372	-8%	-8%
71A	1	60%	6,737	135	0%	0%
91	1	60%	4,982	5,299	-4%	-4%
86	1	62%	4,460	4,727	-6%	-6%
54	1	63%	8,646	9,815	-5%	-5%
29	1	64%	-	-	0%	0%
88	1	65%	3,109	4,493	-38%	-17%
75	1	66%	2,333	2,555	0%	5%
93	1	66%	3,422	4,276	0%	0%
P71	1	67%	49	102	-25%	0%
64	1	69%	3,633	4,426	0%	0%
P7	1	69%	108	194	-38%	0%
39	1	70%	51	59	-22%	124%
P68	1	70%	49	102	8%	0%
89	1	75%	-	-	-20%	-4%
P10	0	60%	23	25	-8%	0%
1	0	62%	51	59	44%	41%
P16	0	63%	20	31	-17%	0%
87	0	66%	7,165	9,487	-9%	-3%
O12	0	67%	-	-	-29%	0%
P69	0	67%	20	31	0%	0%
6	0	71%	51	59	0%	0%
P12	0	71%	20	31	-43%	0%
P67	0	71%	20	31	-26%	0%
G31	0	72%	-	-	0%	0%
11	0	74%	51	59	0%	0%
19L	0	74%	41	45	-38%	0%
44	0	74%	51	59	3%	0%
P17	0	74%	49	102	0%	0%
40	0	75%	51	59	-26%	0%
P1	0	84%	438	224	-15%	0%
P3	0	85%	1,146	-	-19%	0%
P2	0	88%	327	208	-18%	0%

**Figure 45** visualizes the routes in which transit riders in District 7 experienced an acute decline in reliability, of 50% or less for a month or more, in 2022. The darker red and purple colored lines in this figure show the communities whose buses were consistently not showing up on time. The 71 series, 86, 87, and 88 buses all play key roles in serving constituents in the district and had average on time performances over the year of 65% or less; that unreliability would have had significant impacts on residents trying to access critical needs in job and amenities hubs like East Liberty, Oakland, the Strip and Downtown.

Figure 45



# District 8

## Council Member: Erika Strassburger

### Key Statistics

- 44.2% of the population in the district is transit dependent.
- On average, 384,445 people live within a 45-minute walking and transit commute of places in District 8.
- Residents can reach 312,003 jobs on average within a 45-minute transit and walking commute.
- Only 24 of the 223 bus stops in the district have shelters (11% of stops). The City of Pittsburgh shelters has installed 16 shelters in the district (7% of stops).
- District 8 has 37 bus routes, 28 of which experienced below 50% reliability for at least 1 month in 2022, with Routes 61B, 61A, 71C, P78, and 71B experiencing multiple months of below 50% reliability.

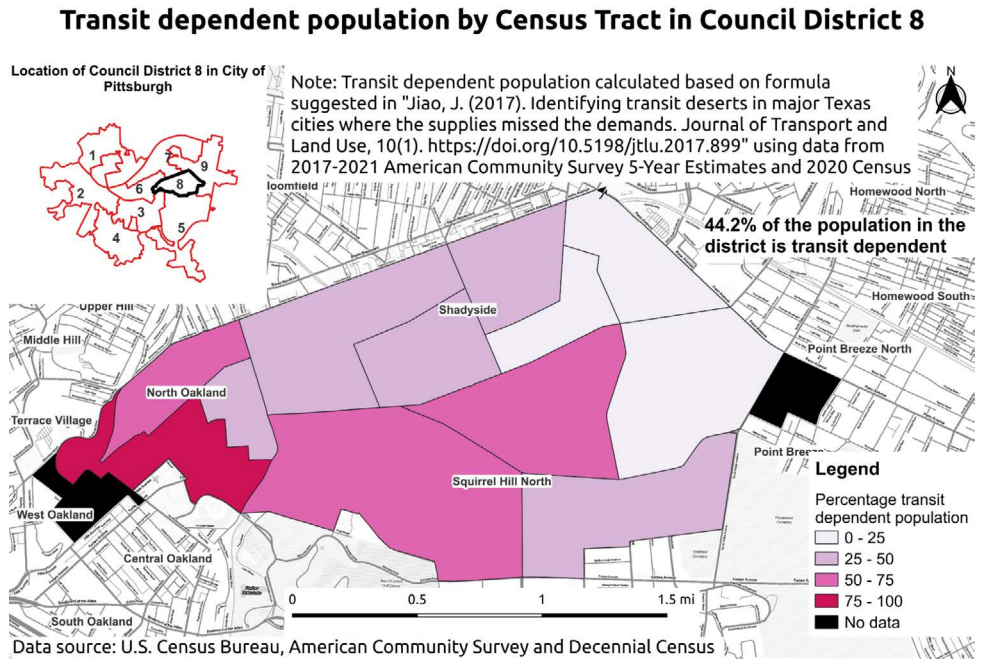
### Service Reliability and Access Needs Takeaways

- Access to grocery stores are concentrated in the upper Shadyside and Squirrel Hill neighborhoods, where the highest number of jobs accessible are concentrated as well. With multiple commuting routes across the city as well as neighborhood connecting routes, changes to the routes in this district have impact on both residents and commuters.
- Service for the 69 was cut for stops in District 8 starting in 2021, then restored to with 45% more service added on the 67. For this district itself, that service appears to be interchangeable. However, the change is affecting many municipalities in the Mon Valley area in terms of accessing this district, and reduces the options for riders that depend on these commuting routes while experiencing low reliability
- The highest ridership routes in the district with average monthly ~11,500 boardings and ~12,000 alightings, the 75, connects important community amenities as well as to other neighborhoods. However, it experienced 66% average reliability in 2022, with 1 month of service below 50% reliability.
- The 71B has a high number of average monthly boardings (~8,900) but suffered extremely low reliability in 2022, with an average of 60% and 2 months of service below 50% reliability.
- The 64, as a connector to multiple grocery stores and neighborhoods, has a high number of average monthly boardings of ~5,700 and even higher numbers of alightings (arrivals) of ~8,000. Though the route reliability was slightly higher than other low-performing routes at 69%, it also experienced a month of below 50% reliability.
- The 71D, 71C, 71A, 28X, 82, 61A, 61B, 61C, 61D, 67, 69, and 54 all have ridership above 2,000 average monthly boardings or alightings, while all experiencing at least 1 or more months of below 50% reliability.
- Only the busway routes (P3, P1, P2) had adequate reliability out of the high-ridership routes in the district.

*“Every Monday and Tuesday morning, I wait by the bus stop for the 71B. Today marks two consecutive days of TrueTime reporting false bus locations, and two days of the bus not showing up over the course of an hour of waiting. **Waiting in the rain for an hour has soaked my bookbag. I probably don’t have a working laptop anymore. It is too dark to safely walk home and I am scared.**”*  
—Rider and Constituent in City Council District 8

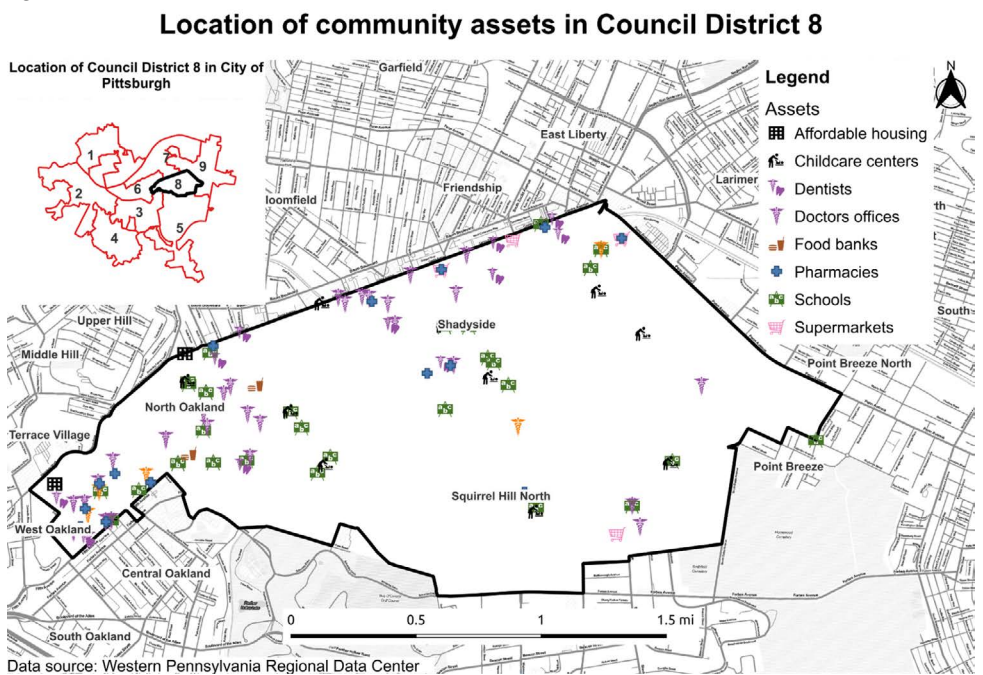
**Figure 46** shows that Council District 8 has some very highly transit-dependent populations, in particular in North Oakland and Squirrel Hill North. However, most of the other communities in District 8 also have a substantial number of residents who rely on transit, with 44.2% of the district on average being transit dependent.

Figure 46



**Figure 47** shows the location of some important community assets in Council District 8. It is apparent that a vast swath of District 8— including North Oakland and Squirrel Hill North – rely on transit to a significant extent, but access to amenities in those communities are very limited. Having reliable transit routes is therefore critical for people in those neighborhoods to meet their needs.

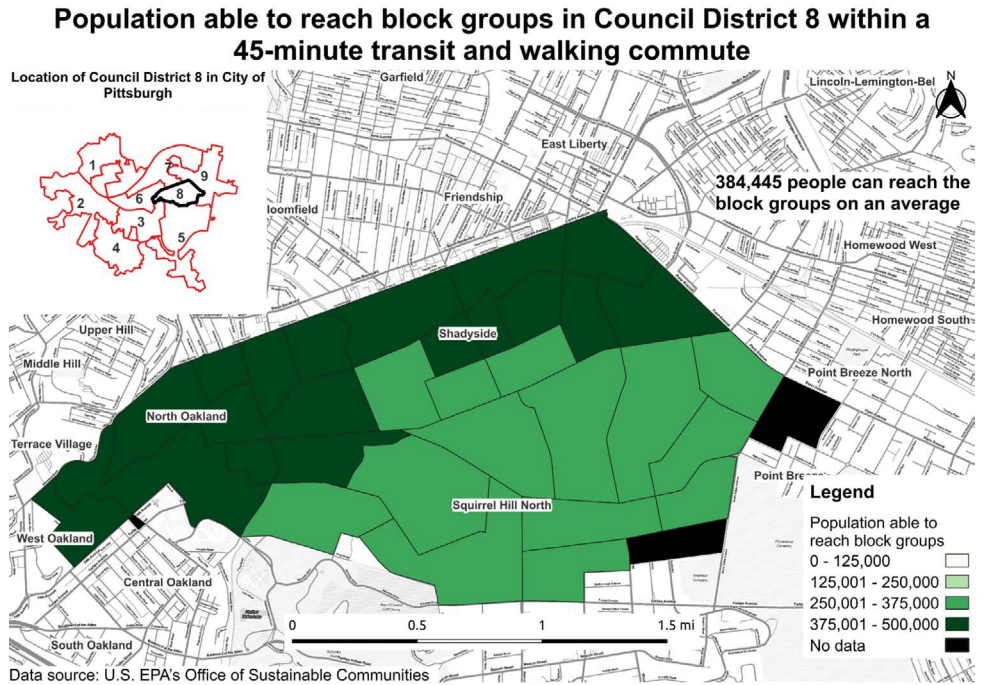
Figure 47





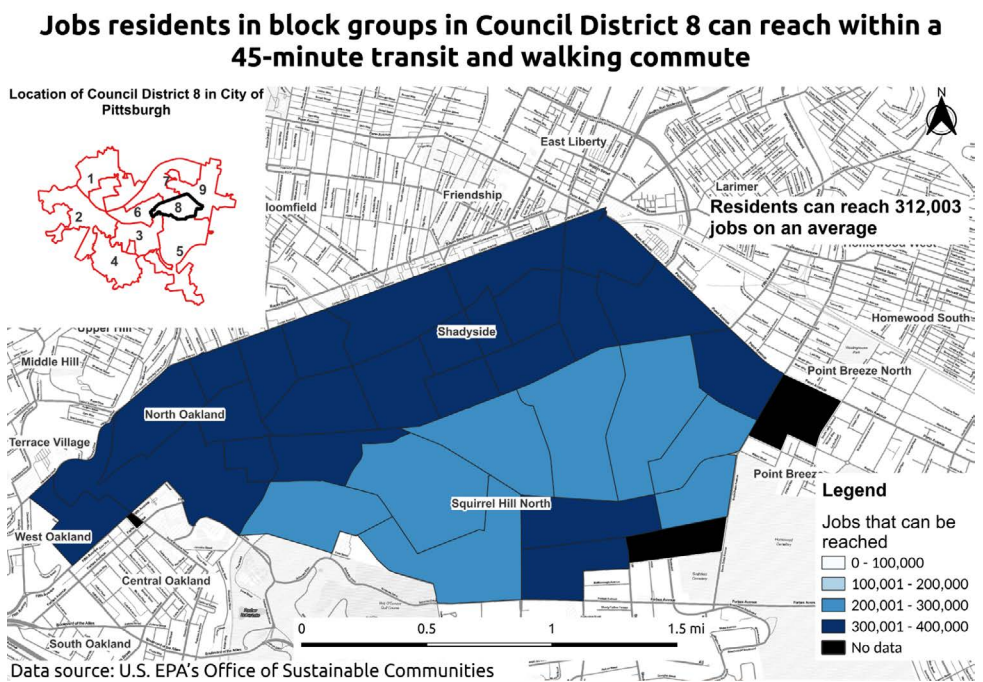
**Figure 48** shows how accessible the residents and amenities in District 8 are from other places by a 45-minute walking or transit trip. Places accessible to fewer people (pictured in white or light green) are therefore less likely to support thriving businesses and provide robust access to critical services. Neighborhoods in District 8 are largely accessible within a 45-minute or less transit and walking trip.

Figure 48



**According to the 2015 Harvard Equality of Opportunity Study, commute times are the single biggest indicator of whether a household can emerge out of poverty.**<sup>16</sup> With that understanding, it's critical that residents, particularly in low-income communities, can access good jobs within a short transit and walking commute time in order to emerge from poverty. Proximity to several University networks draws a high student population in the district requiring transit. While transit is less limited and employment centers are closer, **Figure 49** shows that residents in District 8 have significantly greater options for jobs within a reasonable commute time that would support upward economic mobility.

Figure 49



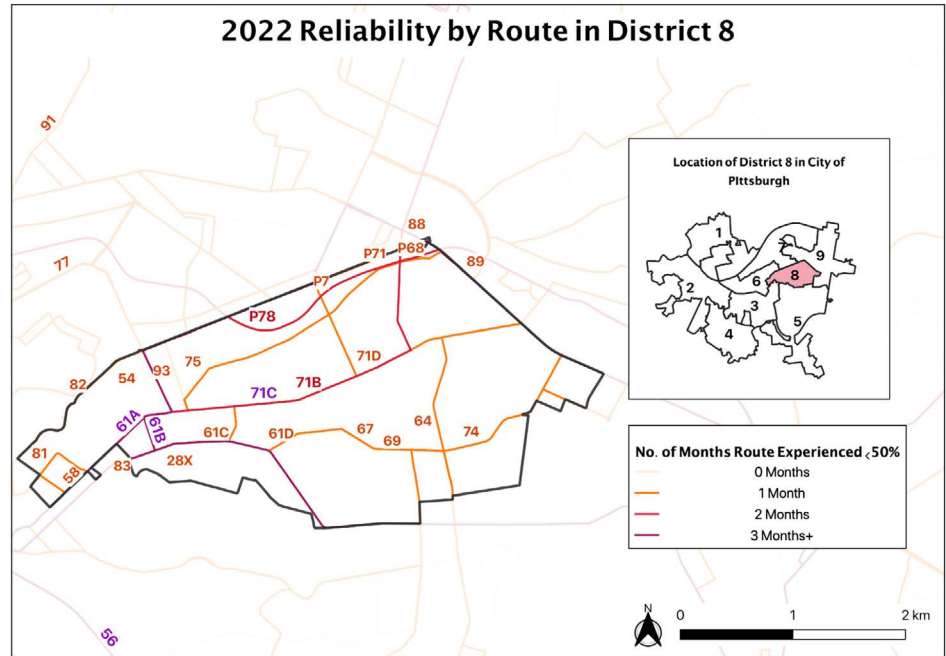
**Figure 50** shows that District 8 had 28 routes that experienced an acute decline in service reliability for a month or more in 2022, and that nearly all of the routes have experienced weekday service frequency reductions from pre-pandemic service levels. While it would be understandable if the 61A and 61B had experienced a month of unreliable service following the Fern Hollow bridge collapse, it is unclear why schedules were so inaccurate for so many months given that PRT has the ability both to document real time arrival data for buses and revise schedules to match the adjusted stop arrival times. Unreliable service on the 64, 71C, 71D, 75 and 82 affected many residents because those lines have very high monthly ridership.

Figure 50

District 8 Reliability in 2023						
Route	# of Months <50%	Average Reliability	Avg Monthly Boardings in District	Avg Monthly Alightings in District	Weekday Service Diff '19 to '22	Weekend Service Diff '19 to '22
61B	5	52%	2,748	1,893	0%	0%
61A	4	54%	2,748	913	0%	0%
71C	3	53%	3,542	4,423	-3%	-3%
P78	2	51%	65	75	-6%	0%
71B	2	60%	8,876	2,378	0%	0%
67	1	57%	2,501	2,437	42%	0%
61D	1	58%	2,748	1,893	0%	2%
77	1	58%	184	124	-2%	-2%
61C	1	59%	2,748	1,893	0%	0%
69	1	60%	2,501	2,437	-100%	0%
71A	1	60%	3,219	2,868	0%	0%
71D	1	60%	4,443	5,222	0%	0%
28X	1	62%	3,029	-	6%	5%
86	1	62%	838	989	-2%	-2%
54	1	63%	2,127	2,262	0%	0%
58	1	63%	1,704	1,286	-35%	0%
82	1	63%	2,845	4,259	-2%	0%
83	1	64%	581	1,640	2%	2%
88	1	65%	214	232	-39%	-7%
74	1	66%	745	1,651	-2%	43%
75	1	66%	11,504	11,933	0%	5%
93	1	66%	1,824	2,057	0%	0%
P71	1	67%	668	510	-25%	0%
64	1	69%	5,698	7,987	0%	0%
P7	1	69%	864	736	-38%	0%
P68	1	70%	668	510	10%	0%
81	1	72%	497	1,409	3%	3%
89	1	75%	184	124	-23%	-7%
P10	0	60%	65	-	-8%	0%
P16	0	63%	65	75	-18%	0%
P69	0	67%	65	75	0%	0%
P12	0	71%	65	75	-42%	0%
P67	0	71%	65	75	-26%	0%
P17	0	74%	668	510	0%	0%
P1	0	84%	2,672	660	-15%	0%
P3	0	85%	3,729	4,477	-20%	0%
P2	0	88%	1,808	3,073	-14%	0%

**Figure 51** visualizes the routes in which transit riders in District 8 experienced an acute decline in reliability, of 50% or less for a month or more, in 2022. Darker red and purple routes are those that showed extremely poor reliability over 2 or more months. Each of the 28 routes that had severe unreliability bring riders to Downtown or Oakland, where jobs, critical amenities, and connections to other parts of the transit network are clustered. As a result, buses not arriving on time or at all likely had a substantial impact on riders in accessing basic needs.

Figure 51



*"I went on a trip ... and took the 28X to get to and from the airport. On the way to the airport and on the way back, the 28X did not come at the scheduled time. I had to wait for the next one to come a half hour later. This was bad on the way there because I had to stress about missing my flight. It was bad on the way back because 20 other people waited for the bus with me at 11:30 p.m., only for it to not arrive... **It was a really bad experience overall. I think the night was ruined for myself and the other people on that completely full 28X bus.**"*

—Rider and Constituent in City Council District 8

# District 9

## Council Member: Reverend Ricky Burgess

### Key Statistics

- 34.8% of the population in the district is transit dependent.
- On average, 296,980 people live within a 45-minute walking and transit commute of places in District 9.
- Residents can reach 278,112 jobs on average within a 45-minute transit and walking commute.
- Only 33 of the 462 bus stops in the district have shelters (11% of stops), The City of Pittsburgh shelters has installed 16 shelters in the district (7% of stops).
- District 9 has 34 bus routes, 21 of which experienced below 50% reliability for at least 1 month in 2022, with Routes 61B, 61A, 71C, P78, 71B experiencing multiple months of below 50% reliability.

### Service Reliability and Access Needs Takeaways

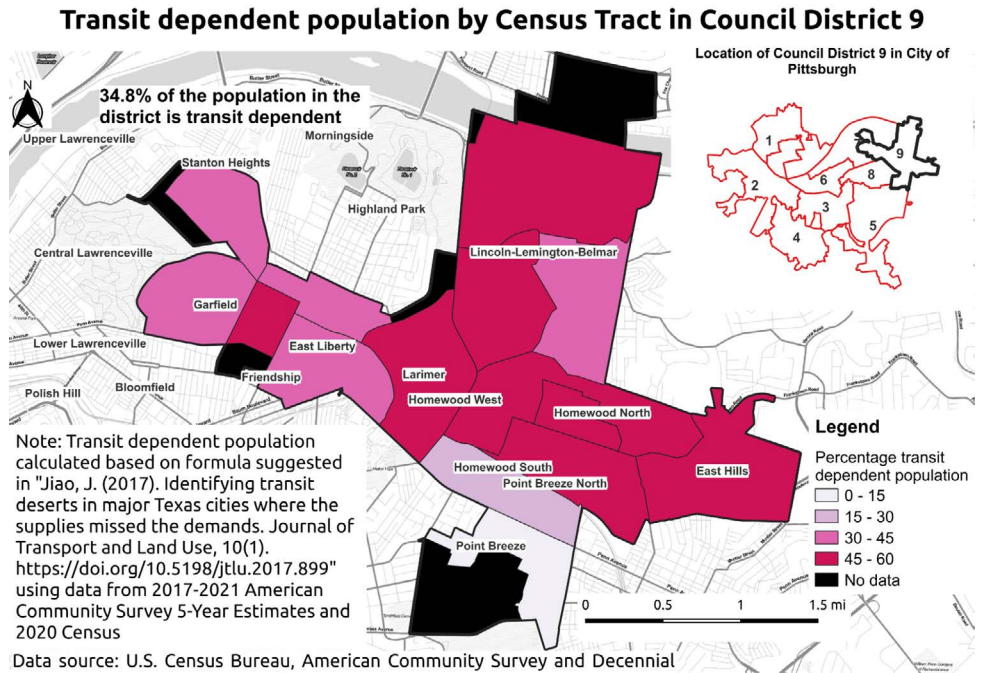
- District 9 is the site of multiple affordable housing units, with those in the Homewood, East Liberty, Garfield, and Friendship neighborhood areas better accessible to transit while those in the Lincoln-Lemington area depend primarily on the 74.
- The 69, 88, and 89 have relatively high ridership while experiencing deeper cuts to service relative to 2019.
- Service to busway stops appear to be majorly reduced relative to 2019, with the P1 experiencing high ridership.
- Service for the 69 was reduced for stops in District 9 starting in 2021, with 45% more service added on the 67. For this district itself, that service appears to be interchangeable. However, the change is affecting many municipalities in the Mon Valley area in terms of accessing this district, and reduces the options for riders that depend on these commuting routes while experiencing low reliability.

*"I've been late to almost all of my meetings at school because a scheduled bus wasn't coming or couldn't come on time (5 out of 6 in the last month). 67 was the bus I needed in those times I was late—it would have been better to have 69 still, but that was no longer available. I've also had to walk home at 11 p.m. from Squirrel Hill to Homewood/Point Breeze because 74 was nowhere to be found at that time ... It's been very disruptive to schooling, and it makes it harder for me to be able to come visit friends, get groceries, or care for friends and communities. **A lot of my friends don't want to stay in Pittsburgh long term partly because the transit system—specifically how infrequent many of the buses are—has made it extremely difficult to sustain connections and get around the city for necessity or leisure.**"*

—Rider and Constituent in City Council District 9

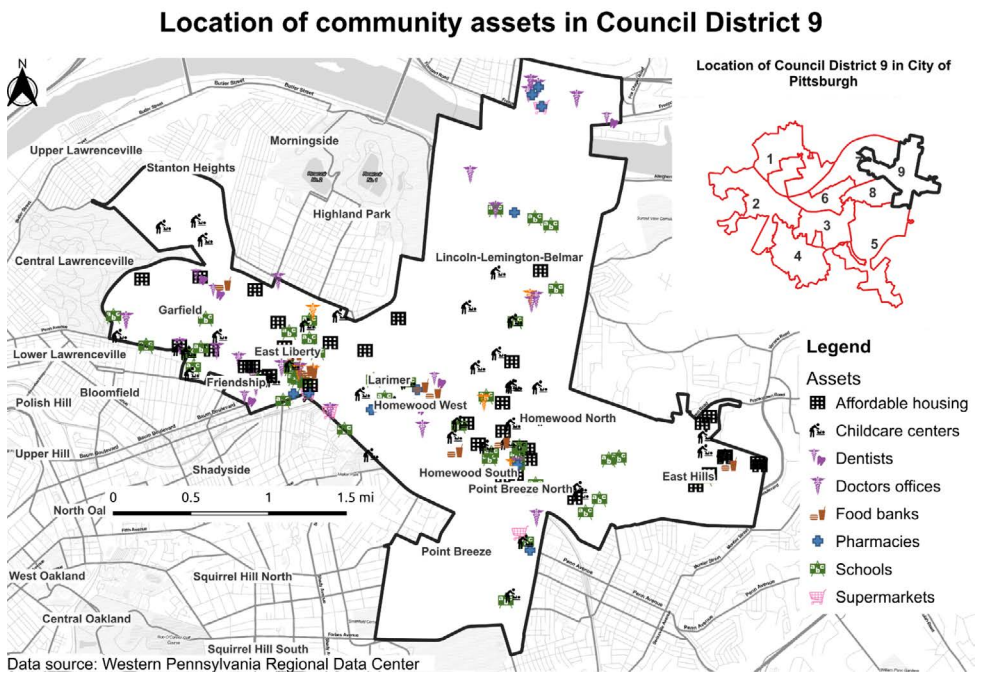
**Figure 52** shows that Council District 9 has some very highly transit-dependent populations, in particular in the Lincoln-Lemington-Belmar, Larimar, East Hills, and Homewood neighborhoods. However, most of the other communities in District 9 also have a substantial number of residents who rely on transit, with 34.8% of the district on average being transit dependent.

Figure 52



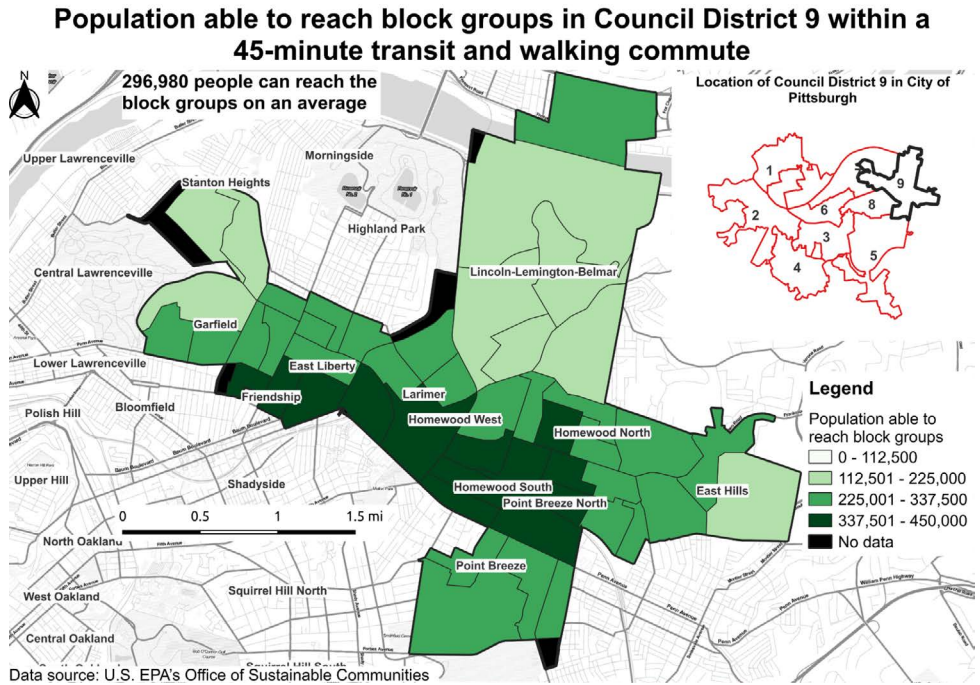
**Figure 53** shows the location of some important community assets in Council District 9. It is apparent that a vast swath of District 9 – including Lincoln-Lemington-Belmar, East Hills, Homewood, Garfield, and Stanton Heights – rely on transit to a significant extent, but access to amenities in those communities are very limited. Having reliable transit routes is therefore critical for people in those neighborhoods to meet their needs.

Figure 53



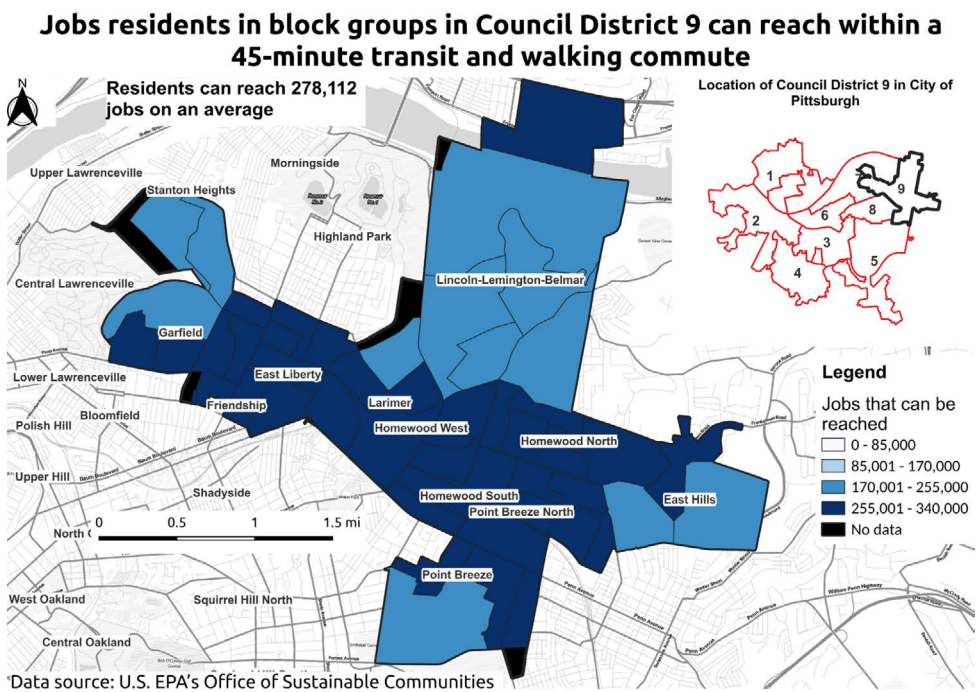
**Figure 54** shows how accessible the residents and amenities in District 9 are from other places by a 45-minute walking or transit trip. Places accessible to fewer people (pictured in white or light green) are therefore less likely to support thriving businesses and provide robust access to critical services. Lincoln-Lemington-Belmar, East Hills, and Stanton Heights are not very accessible to many people by walking and transit.

Figure 54



**According to the 2015 Harvard Equality of Opportunity Study, commute times are the single biggest indicator of whether a household can emerge out of poverty.**<sup>17</sup> With that understanding, it's critical that residents, particularly in low-income communities, can access good jobs within a short transit and walking commute time in order to emerge from poverty. Because transit is limited and employment centers are far away, **Figure 55** shows that residents in Lincoln-Lemington-Belmar, East Hills, and Stanton Heights have significantly fewer options for jobs within a reasonable commute time that would support upward economic mobility.

Figure 55



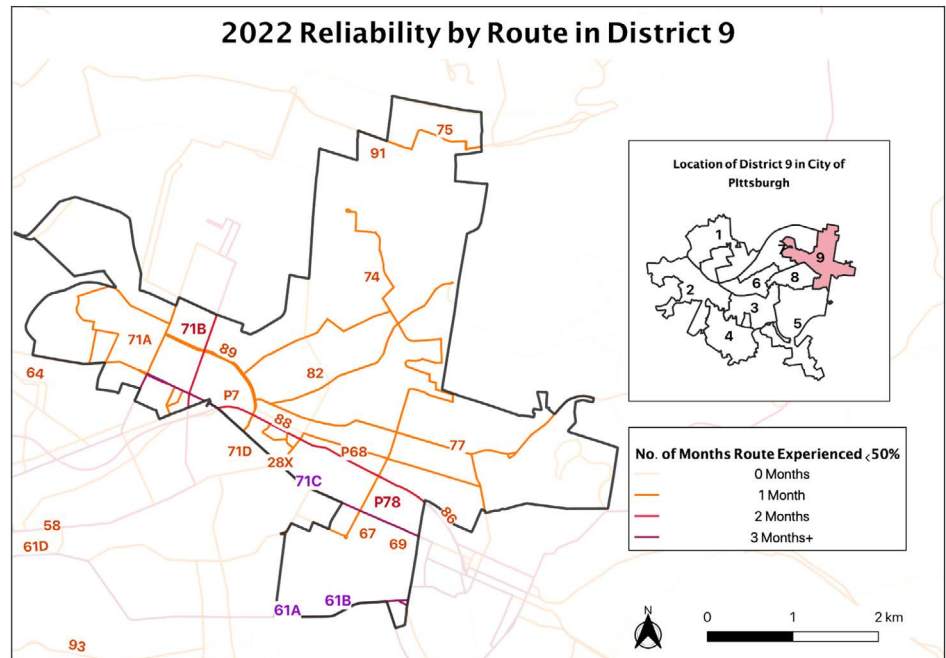
**Figure 56** shows that District 9 had 21 routes that experienced an acute decline in service reliability for a month or more in 2022, and that many of the routes have experienced weekday service frequency reductions from pre-pandemic service levels. Unreliable service on the 71B, 74, 77, 82, and 86 affected a larger number of residents because those routes have maintained high ridership through the pandemic. While it would be understandable if the 61A and 61B had experienced a month of unreliable service following the Fern Hollow bridge collapse, it is unclear why schedules were so inaccurate for so many months given that PRT has the ability both to document real time arrival data for buses and revise schedules to match the adjusted stop arrival times. By contrast, P1, P2, and P3 – the main routes that utilize the busway – maintained high reliability and suggest that PRT should seek opportunities to more robustly utilize that transit asset.

Figure 56

District 9 Reliability in 2023						
Route	# of Months <50%	Average Reliability	Avg Monthly Boardings in District	Avg Monthly Alightings in District	Weekday Service Diff '19 to '22	Weekend Service Diff '19 to '22
61B	5	52%	443	36	0%	0%
61A	4	54%	765	-	0%	0%
71C	3	53%	1,393	700	-5%	-5%
P78	2	51%	11	17	-6%	0%
71B	2	60%	4,400	-	0%	0%
67	1	57%	439	466	40%	0%
77	1	58%	3,307	3,655	-4%	-4%
69	1	60%	439	466	-45%	0%
71D	1	60%	3,089	76	0%	0%
91	1	60%	1,637	1,686	0%	0%
71A	1	60%	1,318	-	0%	0%
28X	1	62%	187	-	5%	4%
86	1	62%	3,066	2,627	-2%	-2%
82	1	63%	3,161	2,892	-3%	-1%
88	1	65%	2,488	2,377	-39%	-18%
75	1	66%	3,374	3,554	0%	5%
74	1	66%	6,375	7,015	-1%	44%
P71	1	67%	310	137	-25%	0%
P7	1	69%	343	189	-38%	0%
P68	1	70%	277	106	10%	0%
89	1	75%	2,854	3,431	-21%	-4%
P10	0	60%	589	34	-8%	0%
1	0	62%	1,637	1,686	44%	41%
P16	0	63%	11	17	-18%	0%
87	0	66%	2,770	2,663	-8%	-7%
P69	0	67%	11	17	0%	0%
79	0	70%	2,494	2,394	0%	0%
P67	0	71%	11	17	-26%	0%
P12	0	71%	11	9	-33%	0%
P17	0	74%	2,257	2,430	0%	0%
71	0	77%	33	32	0%	0%
P1	0	84%	3,317	2,490	-15%	0%
P3	0	85%	449	689	-19%	0%
P2	0	88%	449	689	-14%	0%

**Figure 57** visualizes the routes in which transit riders in District 9 experienced an acute decline in reliability, of 50% or less for a month or more, in 2022. Red and purple lines indicate routes with longer term service extreme unreliability. Routes like the 74, 77, 82, and 89 are lifelines into communities with few other available transit options. As a result, buses not arriving on time or at all likely had a substantial impact on riders in accessing basic needs in those neighborhoods.

Figure 57



*"I used to take the 67 bus to and from work as the bus stop for this route is close to my house and drops me right off at work. However, I have had to stop taking this bus as this route has become increasingly (and exponentially) unreliable, spotty, and it leaves me feeling insecure. I've waited at a bus stop for the 67 for over an hour multiple times because, according to the schedule, buses should be running much more frequently than that, but they just don't show up. **What good is public transportation if it is not reliable and frequent?** I now have resorted to walking (45 mins each way), biking (hard to do in business attire in rainy Pittsburgh), or having to leave way earlier than I should have to ... **The 67 bus used to be my favorite route of the city, but since the pandemic this route has practically been eliminated because running buses 60+ mins apart does no one good. ...Investment into this line is crucial and needs action now.**"*

—Rider and Constituent in City Council District 9



# How City Officials (Including Here in Pittsburgh!) Have Advocated for Transit Rider Needs

In Pittsburgh and across the US, city governments have responded to their constituents' transit concerns by engaging in different forms of advocacy and collaboration with transit authorities. A few recent examples illustrate what is possible and how the City Council can build upon their existing efforts and advocacy.

Beginning in 2018, residents and transit riders in the Greater Hazelwood, Greenfield, Four Mile Run, South Oakland, and Panther Hollow communities developed a holistic mobility plan to address concerns with City's proposed Mon-Oakland Connector autonomous vehicle roadway. The community plan, entitled *Our Money, Our Solutions*, had recommendations for how the resources earmarked for the Mon-Oakland Connector roadway could instead be more effectively and equitably put toward critical sidewalk and traffic calming infrastructure and expanded transit service. **Councilwoman Barb Warwick** has been a key champion in the community organizing process to call for the extension of the 75 bus to Hazelwood and weekend service on the 93, and has been involved in efforts in the City Council to invest in infrastructure priorities named in *Our Money, Our Solutions*.

In 2022, dozens of transit riders and members of Casa San José testified over many months about the need for Spanish language-accessible communications about service delays or cancellations, and for a reliable shuttle service to mitigate the impacts of the Red Line shutdown. **Councilmember Anthony Coghil** has spoken up about constituent needs at a PRT board meeting and has advocated for the development and funding of accessible platforms in T stations in his district.

**Councilmember Bobby Wilson** has led efforts to install a bus stop along Biggs Ave at the bottom of the Red Way public steps<sup>18</sup>, to respond to transit rider concerns about pedestrian safety and access.

Since 2019, **Councilwoman Erika Strassburger** has been instrumental in convening conversations with transit riders, affordable housing advocates and food justice advocates to ensure the Giant Eagle Shakespeare redevelopment by the East Liberty busway station is a model of equitable transit-oriented development. As a result, the proposed grocery store and apartment complex has less structured parking, more affordable housing units requiring no public subsidy, fresh and culturally-responsive food offerings, and will be offering free transit passes to its renters.

In Detroit, transit riders have testified "almost weekly" to the City Council about the negative impacts of reduced service levels and late buses. As a result, transit riders are currently advocating for the City Council to adopt legislation that requires the Detroit Department of Transportation to "update its performance dashboard and provide regular updates to the City Council and the public on its internal operations."<sup>19</sup>

Chicago's City Council is engaging in a similar process for increasing transparency and promoting accountability of the Chicago Transit Authority (CTA). In June 2022, a group of aldermen called for a public hearing on the reliability of CTA's service due to complaints from their constituents about "the CTA bus and train tracker providing incorrect information, people missing appointments and people arriving late to work."<sup>20</sup> In October, Alderman Andre Vasquez proposed an ordinance that requires the CTA president to answer questions publicly on a quarterly basis. The ordinance also connected funding of the transit agency to whether the president of the CTA fulfilled this requirement.<sup>21</sup>

Pittsburgh's City Council should consider a similar set of demands to advocate for more transparency and public communication about PRT's service levels and operations. The purpose would be to improve communication and trust between transit riders, City Council, and PRT.

## City Council Call to Action

As in other cities, Pittsburgh City Council can play an indispensable role in ensuring that our region's public transit system is effective, equitable, and attractive.

Given the current service reliability crisis facing constituents in every Pittsburgh City Council district, **we need Council members to join us in calling on PRT to publish transit schedules that accurately reflect run times.** That could include Council members testifying at PRT board meetings alongside transit riders, and asking that PRT to provide quarterly updates to Council on service reliability and frequency changes on routes within their districts.

If no improvements are made to service reliability, Council should call for a post-agenda hearing and invite riders and PRT leadership to discuss the issue, to explore the citywide impacts of the transit service issues, and to hear PRT lay out a timeline for improvements. **Council staff members should also monitor service changes or bus stop removals that affect their districts on an ongoing basis, and serve as one important new avenue for communications between PRT and the community.**

City Council can also play a more direct role in supporting public transit through land use and accessible infrastructure investments. PPT has laid out 18 specific policy recommendations in the Pittsburgh 100 Days Transit Platform, nearly all of which have been incorporated into Mayor Gainey's Transition Plan. In the coming weeks and months, PPT would like to suggest Council support these four priorities for advancing equitable infrastructure and land use needs:

- **Council should call on the City's Department of Mobility and Infrastructure (DOMI) to reconvene the quarterly Complete Streets Committee.** In the past, this committee had stakeholders from the community and organizations in the pedestrian, cycling and disability justice space, and helped prioritize traffic calming and pedestrian infrastructure investments. The reconstituted Complete Streets committee should have a high-level staffer from DOMI who explains how and where the City is evaluating and prioritizing sidewalk corridors for maintenance and development, streets for traffic calming, bus shelter creation and relocation, and other critical pedestrian investments. There should be space for discussion, feedback, and clear communication of the timelines for implementation of these baseline equitable infrastructure investments.

- **City Councilmembers should ensure that street planning foregrounds the need for more accessible, safer, efficient, and dignified transit stops** everytime DOMI does significant street construction or redesign within their council districts.

- **City Council should ensure that City Planning's coming Citywide Comprehensive Plan requires equitable transit-oriented development (ETOD),** which marries affordable housing, density, and mix of retail and services in the communities with existing quality public transit.

- **City Councilmembers should fund the forthcoming effort to provide free transit passes for all city employees, purchased at a bulk discount rate from PRT.** Right now, it is cheaper for city employees to lease a monthly parking space downtown than it is to buy a monthly transit pass—a decision that also costs the city in lost revenue for the market value of those parking spaces. Providing free transit passes would incentivize better transportation behavior, reduce congestion, and be an enticing job perk to support city employee recruitment. Also importantly, it would challenge PRT to finally establish a bulk discount fare purchase program that could be made available to housing developers, large employers, and social service providers.

Public transit is essential to riders, to businesses, to service providers– and to everyone that breathes our air or uses our roadways. It requires the same level of care and attention that we use to attend to our other public utilities, like water, gas or electric, and should be met with the same level of alarm when service is only as reliable as a coin toss. To ensure that riders and businesses can truly meet their transportation needs, policy makers will have to think holistically about the land use, infrastructure, fare policy and service delivery that supports effective, dignified, and accessible public transit.

We at Pittsburghers for Public Transit know that this will take a collaboration between the City, transit riders and PRT, and are encouraged by the leadership in Pittsburgh mayor's office and in City Council.

Together, we will develop a truly world-class transit system in the Pittsburgh region.



# Methodology

**Reliability data** came from the Port Authority Monthly On Time Performance by Route on the Western Pennsylvania Regional Data Center (WPRDC) Portal. Data was available from January 2017 to November 2022, with a further note stating that “starting in October 2018, Port Authority moved to a different OTP recording system called Clever. OTP data from the Clever system is more accurate because it uses more timepoints; the previous system excluded a large portion of data from OTP processing due to minor technical issues with rider counts on certain trips.”<sup>22</sup> The definition of reliability used in this dataset as provided by PRT is the percentage of times that a bus was on time to a timepoint relative to its schedule, with on time defined as a bus “no more than one minute early or five minutes late to a timepoint.”<sup>23</sup> With current proposals to reduce timepoints, this reduces even further the ability to gauge PRT’s transit performance on a system level.

**Service level** was measured in the number of stop times that a route was scheduled for in the district, with the difference between 2022 service and 2019 service taken from the difference in service totals as of PRT’s schedule effective November 2021 to March 2022 relative to the service totals of PRT’s schedule effective November 2019 to March 2020. The weekday totals were counted separately, while the weekend totals combined Saturday and Sunday service totals.

**Monthly average boarding and alightings at the stop level** came from PRT’s bus stop monthly usage data on the WPRDC Portal, averaging across 4 months taken before and after the pandemic—September 2019, January 2020, September 2020, and April 2021. Publicly available data for stop level usage was unavailable past those time periods, and monthly ridership numbers were available only at the route level.<sup>24</sup>

**Quotes listed in the report** are sourced from PPT’s Transit Troubles Stories survey, which was distributed from April to August 2022.

**Community assets** mapped in the report are taken from the Allegheny County Assets dataset on the WPRDC Data Portal, which are derived from a variety of local, state and federal data sources.<sup>25</sup>

**Population able to reach block groups within a 45-minute transit and walking commute** as mapped were sourced from the Access to Jobs and Workers Via Transit Tool provided by the U.S. EPA’s Office of Sustainable Communities.<sup>26</sup> This is the total population of people residing in census block groups that allowed for a less than 45-minute transit and walking commute. This indicator was calculated with the creation of five origin destination matrices to calculate the total transit and walking commute from an origin census block group to a destination block group, identifying the number of origin-destination pairs that resulted in a total 45-minute or less commute including walking and transfers.<sup>27</sup>

**Jobs residents in block groups in each district can reach within a 45-minute transit and walking commute** as mapped were sourced from the same Access to Jobs and Workers Via Transit Tool from the U.S. EPA’s Office of Sustainable Communities.<sup>28</sup> The measure showed the total number of jobs accessible from a census block group via a 45-minute or less transit and walk time commute. The EPA sourced the total number of jobs by census block group via its Smart Location Database’s resource.<sup>29</sup>

**Transit-dependent populations** as mapped adopts a methodology suggested by Junfeng Jiao in the “Identifying transit deserts in major Texas cities where the supplies missed the demands” published in 2017.<sup>30</sup> Using data from the 2017-2021 American Community Survey, 5-Year Estimates and 2020 Census, the percentage transit-dependent population in each Census Tract was calculated as follows:

Household drivers = (population age 16 and over) – (persons living in group quarters) (1)

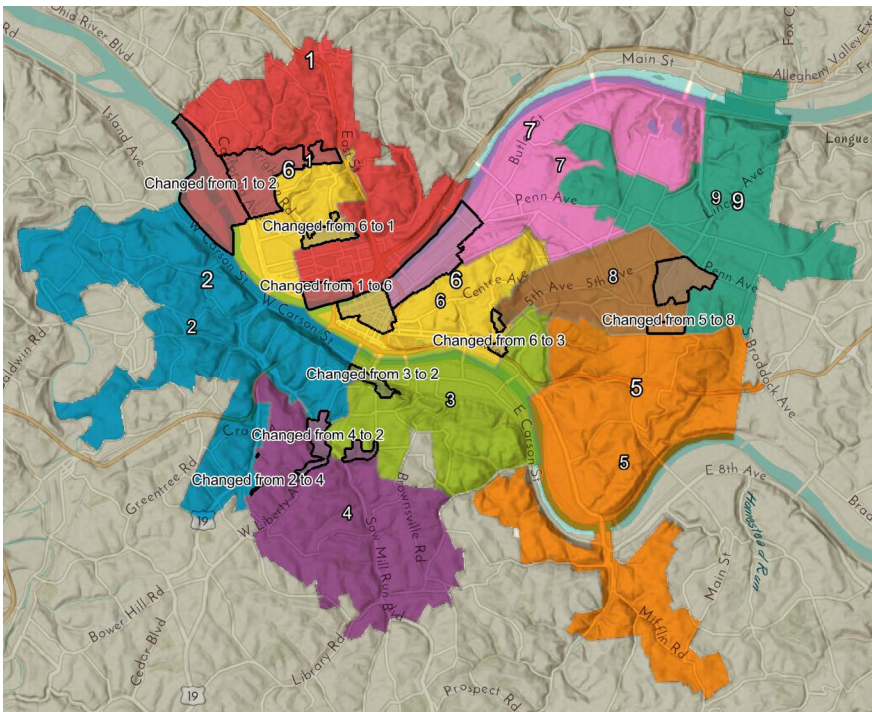
Transit-dependent household population = (household drivers) – (vehicles available) \* national level car-pooling ratio (2)

Transit-dependent population = (transit-dependent household population) + (population ages 10–15) + (non-institutionalized population living in group quarters) (3)

Percentage transit-dependent population = transit-dependent population/total population (4)

The Census Tract level transit-dependent population from formula (3) was summed-up and divided by the total population in each Council District to determine District-wide percentage transit-dependent population.

**Districts** in this report use the boundaries from 2012-2022, when the service reliability data was collected. However, future updates of the report will use the new 2023 council boundaries. A map of the changes in districting can be seen to the left, as taken from the City of Pittsburgh’s GIS portal.<sup>31</sup>



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